| Duverger | CUSTOMER COMPLAINT FORM | RF-DUV-003<br>Rev. 00<br>Started: 01/19 |
|---|---|---|

**Customer use** – *all fields with * are mandatory*

| | |
|---|---|
| **Name*** | |
| **Company*** | |
| **Date*** | |
| Address | |
| Phone number | |

1. Describe the issue* - Please attach pictures*

| |
|---|
| |

2. Product information

| | |
|---|---|
| **Lot number* (see picture)** | |
| **Quantity damaged *** | |
| Invoice # | |
| Additional comment | |


**Duverger use**

| | |
|---|---|
| Communication made by & Date | |
| Decision | ❒ Complaint not accepted ❒ Credit ❒ Product replacement |
| Specify action taken | |
| Complaint file updated by | |
| Complaint closed by & Date | |