

# Quality Systems: Record Manual Customer Complaint Form

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## Instructions:

1. Please complete this form with all details requested & email this to [claims@mayers.com.au](mailto:claims@mayers.com.au)
2. If the claim contains multiple invoices, please complete a form claim per invoice number

## Claims & Returns

<b>Claim Date*</b>		<b>Contact Name*</b>	
<b>Company Name*</b>		<b>Email Address*</b>	
<b>Company Address*</b>		<b>Suburb/State Postcode*</b>	

<b>Invoice Number*</b>		<b>Delivery Date*</b>	
<b>Description of Complaint*</b>			
<b>Product Code*</b>			
<b>Product Name*</b>			
<b>Best Before / Use By Date*</b>			
<b>Batch / Lot Number*</b>			
<b>Quantity Affected*</b>			
<b>Amount (\$)*</b>			
<b>Photo (in case of visual defect)*</b>	Please attach photos of affected stock when sending the form via email <a href="mailto:claims@mayers.com.au">claims@mayers.com.au</a>		
<b>Sample (in case of foreign bodies)*</b>	If applicable, please confirm via email <a href="mailto:claims@mayers.com.au">claims@mayers.com.au</a>		

\*Mandatory Information Fields. If form is not completed in full this will delay the claim & returns lead time

## Office Use

<b>Type Of Claim</b>	Pricing (PR)	Delivery Err (DE)	Order Entry (OE)	Date Issue (DI)	QA	Cust Reject (CR)
<b>Action</b>	Pricing Credit		RMA	Credit & Stock Destroyed		
<b>Comments</b>						
<b>Claim Outside of 48 Hrs Period Approved By</b>				<b>Date Approved</b>		

\*Mandatory for any stock returned in the warehouse to be inspected by the Inventory team

As per our terms & conditions (claims & returns), an administration & restocking fee of 10% of invoice value or minimum \$50 per claim will be charged where returned product(s) prove to be not defective or not otherwise valid for return.