# Quality Systems: Record Manual Customer Complaint Form

| Authorised by: J. Aerlic | Revision: September'22 | Issued On: August'18 |
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| Author: QA Department | Form: 184 | Version: 3.0 |

## Instructions:

1. Please complete this form with all details requested & email this to claims@mayers.com.au
2. If the claim contains multiple invoices, please complete a form claim per invoice number
3. One of the Customer Service team members will contact you within 24 hours acknowledging the email

## Claims & Returns

| Claim Date* | | Contact Name* | |
|---|---|---|---|
| Company Name* | | Email Address* | |
| Company Address* | | Suburb/State Postcode* | |

| Invoice Number* | | Delivery Date* | |
|---|---|---|---|
| Description of Complaint* | | | |
| Product Code* | | | |
| Product Name* | | | |
| Use By Date* | | | |
| Batch/ Lot Number* | | | |
| Quantity Affected* | | | |
| Amount ($)* | | | |
| Photo (in case of visual defect)* | Please attach photos of affected stock when sending the form via email claims@mayers.com.au | | |
| Sample (in case of foreign bodies)* | If applicable, please confirm via email claims@mayers.com.au | | |

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

## Office Use

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

*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.