

DD.

DÔME DECO®
COSMOPOLITAN LIVING

COMPLAINT FORM

Unfortunately, it can happen that upon delivery of goods, an item is for instance damaged or items are missing / overdelivered. In order to correct this inconvenience in the best manner possible, we ask you to complete this form as complete and accurate as possible.

Thank you for your cooperation!

Date registration: _____

Customer Name + K-number _____

Email address: claudia@domedeco.us

Date reception of goods _____

Invoice or Packing list number _____

TYPE OF COMPLAINT:

A. Damages:

Outside packaging damaged? Yes

Damage mentioned on CMR document

Pictures available

Visible outside? No

Damage mentioned on CMR document

Pictures available

Describe clearly below the damage:

Article no 1:

Quantity:

Broken

Chipped

Paint of

Dirty

Scratched

Glue residue

outside packaging wet

outside packaging open/damaged

DD.

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COMPLAINT FORM (cont..)

B. Deliveries:

Short delivery | missing item (s)

- | | |
|--|-----------------|
| <input type="checkbox"/> Article no _____ | Quantity: _____ |
| <input type="checkbox"/> Article no _____ | Quantity: _____ |
| <input type="checkbox"/> Incorrect product delivered _____ | Quantity: _____ |
| <input type="checkbox"/> Total pallet(s) received _____ | |

Over delivery | additional items received:

- | | |
|--|-----------------|
| <input type="checkbox"/> Article no _____ | Quantity: _____ |
| <input type="checkbox"/> Article no _____ | Quantity: _____ |
| <input type="checkbox"/> Incorrect product delivered _____ | Quantity: _____ |
| <input type="checkbox"/> Total pallet(s) received _____ | |

Comment:

C: Quality:

- | | |
|---|-----------------|
| <input type="checkbox"/> Article no _____ | Quantity: _____ |
| <input type="checkbox"/> Oxidization | |
| <input type="checkbox"/> Color difference | |
| <input type="checkbox"/> Wrong shape | |
| <input type="checkbox"/> Comment: | |

Comment:

Disclaimer:

When the document is not filled in correctly, it will be rejected (missing photos/article no/description). Clearly attach the photos number per article number. When the damage is not clearly visible, indicate on the photo where we should look.