

Product Complaint Form

Dear valued customer, in order to serve you in the best possible way in the after-sale support, you are kindly asked, for each defected item, to:

- 1- Fill the “CUSTOMER SECTION” part of this form and submit it to the NUMED Customer Service Department by sending it duly filled to info@numed.me.
- 2- Bring to the NUMED premises the defected item and any paper related to the purchase of the item (Sales Order, Offer, etc.)

COMPLAINT FORM NUMBER: _____

CUSTOMER SECTION:

First Name: _____ Last Name: _____ Date: ____/____/____
 Address: Country: _____ State/Region: _____ City: _____
 Street: _____ Building: _____ Floor: _____
 Cellular number: _____ Land number: _____
 E-mail address: _____

Product information :

Product Code: _____ Product Name: _____ Date
 (D/M/Y) of product purchase: ____/____/____ Sales Order/Offer Number: _____
 Description of the problem: _____

TECHNICAL INSPECTION FEEDBACK (Reserved for NUMED):

Customer service personnel should fill this section in the next 24 hours and inform the Customer about the Company’s feedback.

Does warranty apply?

No If no, specify the reason: Warranty expired Product is not under warranty Damage not covered by warranty
 Others: _____

Yes If yes, proceed to the below points

What is the defect of the product: _____?

Product needs: Repairing Exchanging with a new item Others: _____

➔ If repairing: Estimated fees (\$): _____ Estimated delivery date of repaired item: ____/____/____

➔ If exchange: Estimated delivery date of new item: ____/____/____

Date of feeding back the customer about the above issues: ____/____/____ Time: _____

Decision of the Customer: Customer wants to proceed Customer does not want to proceed

Customer Service Personnel Name/Signature: _____/_____ Date: ____/____/____

FINAL OUTCOME (Reserved for NNUMED):

Customer service Personnel should note the final outcome of the request:

Product has been repaired Product has been exchanged by new one No action

Customer Service Personnel Name/Signature: _____/_____ Date: ____/____/____

Customer Name/Signature: _____/_____ Date: ____/____/____