

CUSTOMER QUALITY CONCERN FORM

COMPLAINT DETAILS:			
Please ensure all batch details are completed to allow full investigation			
Date reported		Product code	
Customer		Product	
Contact name		Quantity ordered	
Distributor		Contact at Distr.	
Dispatch date		Quantity affected	
Delivery Date		Batch number	
Country		Crop type	
PO/sales number		Invoice number	
SUMMARY OF COMPLAINT:			
Please include all relevant observations and information including details of any storage prior to use, ambient temperature, condition of product and packaging, photographs etc.			
<p>Note: Product quality concerns need to be reported within 48 hours after arrival of the products (no exceptions). Some exception apply to products such as the whitefly wasp pupa and sachets as hatching and run out tests are typically done over a 2 to 4 week time frame.</p>			
CORRECTIVE ACTIONS/REQUESTS: Product replacement next week (<input type="checkbox"/>) or Credit note (<input type="checkbox"/>) (check one)			
CONTACT DETAILS:			
Please email completed form to:			
USSales@biolineagrosciences.com or CanadaSales@biolineagrosciences.com Aurquidez@biolineagrosciences.com			
INTERNAL USE ONLY:			
Complaint reference:			
Complaint category:			
Department:			
Date:			