

**PART A – TO BE FILD BY THE AGENT / CUSTOMER<sup>1</sup>**Date :  Name of the agent<sup>2</sup> :  N° **1. Customer information**Customer :  N° City :  Zip code : Contact person :  Email : **2. Instruments information**

Reference	Batch	Quantity returned	Date of purchase	Reference	Batch	Quantity returned	Date of purchase

**3. Description of the complaint**Type of complaint :  Order problem – explanatory :  Breakage ⇒ With patient/practitioner damage :  Yes –  No –  NA Other – explanatory : 

Description of the circumstances in which the breakage occurred (rotational speed, angle of attack, ...)

Description of the damage caused, and the arrangements made for treatment

Signature agent / customer : 

<sup>1</sup> A credit note will only be granted if ALL the fields of the form are completed, the offending instruments are returned accompanied by this form duly completed to DUMONT INSTRUMENTS & Co, and the date of purchase is no more than 6 months before receipt of the complaint by the DUMONT INSTRUMENTS & Co after-sales service.

<sup>2</sup> Not necessary in the case of a form completed by the customer

**PART A – TO BE FILLED BY SAV MANAGER**

N° of the complaint :

Type of complaint :

Order error :

- Customer
- Dumont
- Agent

Defective instruments :

- Breakage
- Aspect
- Performance
- Other

Explanatory

Pre-analysis

Analysis :

- Packaging ok
- Instruments ok

Restocking :  Yes /  No

⇒ Complete part B

Credit note :  Yes /  No – credit note number :