**Please complete ONE form per product and email to** **export@commotion.co.uk**

All request forms will be acknowledged within 48hrs of receipt

**Please complete all sections fully**

|  |  |
| --- | --- |
| **Date** |  |
| **Company Name** |  |
| **Your Purchase Order No** |  |
| **Commotion Sales Order No** |  |
| **Commotion Invoice No** |  |
| **Stock Code** |  |

|  |  |
| --- | --- |
| 1 | What is your reason for contacting us? |
| 2 | Please state the date this occurred  |
| 3 | Please explain where the incident occurred *(For example, whether this was at your premises or your customer’s premises. Provide full details)* |
| 4 | Please state how the incident occurred |
| 5 | Please attach photographs of the product and packaging  |

***Declaration***

[ ] *I confirm that the information given in this form is true, complete and accurate*

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**For office use only**

|  |  |
| --- | --- |
|  [ ]  101 Duplicate order – office  | [ ] 105 Duplicate order – customer |
| [ ] 110 Input Error  | [ ] 120 Catalogue/ web detail error |
| [ ] 201 Picking Error | [ ] 301 Carriage Damage |
| [ ] 401 Manufacturing Defect/ Fault | [ ] Supplier – Supply error |
| [ ] 501 Ordered in error – customer | [ ] Customer refused Delivery |
| [ ] 601 Customer not required | [ ] Product recall |
| [ ] 901 Other  |  |

**What action has been taken?**

|  |  |
| --- | --- |
| [ ] Credit raised  | [ ] Repair & return |
| [ ] Item replaced | [ ] Collect & inspect |
| [ ] Return & credit | [ ] Replacement part |