**Please complete ONE form per product and email to** [trade@commotion.co.uk](mailto:trade@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 |