

BEYONDEXTEND SDN. BHD. · BUSINESS FORM

Quality Claim & Product Complaint Form

Please report any quality, quantity or delivery issue within 30 days of arrival, with supporting evidence. Do not use or dispose of the affected goods until the claim is reviewed.

1 Customer and order

Company name

Contact person

Email

Phone

Date of report

Invoice / sales confirmation no.

Bill of lading / delivery note no.

Date goods received

2 Product affected

Product and grade

Batch / lot no.

Quantity affected

3 Nature of claim

- ☐ Off-specification quality ☐ Contamination / foreign matter ☐ Quantity short or excess ☐ Damaged packaging / leakage
☐ Wrong product or grade ☐ Labelling or documentation error ☐ Late delivery ☐ Other:

Detailed description of the issue (what was found, where and how it was tested)

4 Evidence

Attached

- ☐ Photographs ☐ Laboratory test report ☐ Independent survey report ☐ Retained samples available
☐ Delivery documents ☐ Other:

5 Current status of the goods

- ☐ Quarantined / not used ☐ Partly used ☐ Returned ☐ Disposed

Requested resolution

- ☐ Replacement ☐ Credit note ☐ Partial refund ☐ Investigation only ☐ Other:

Estimated value of claim

Currency

Response required by

6

Submitted by _____

Full name (customer representative)

Designation

Date

Signature

SIGN HERE

FOR BEYONDEXTEND OFFICE USE ONLY

Claim no.

Received by

Date received

Root cause

Corrective action

Outcome

☐

Accepted

☐

Partly accepted

☐

Rejected

Closed by / date