**Letter of Complaint** Date/Reg. No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Our purpose is to solve the compains in a short time and in favor to our customers.
Therefore we ask you to fill this document with relevant informations so we can quick solve the issues.

**Customer info: \***

Your Name / Company: …………………………………………………………………………………………………………………………………………………

Invoice No.: ……………………………………………

**Complaint issue:**

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invoicing errors

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|  |

package incomplete/missing products

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received different product (other that ordered)

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|  |

product not complying with specifications

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|  |

received damaged products

Details: ……………………………………………………………………………………………………………………………………………………………………………………………
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**What is your proposal in order to solve this complaint?\***

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*\*mandatory fields*

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| **Settlement** (to be filled by Ellemental) |
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