

Proforma for investigation of complaints (other than quality complaints)

1. Complaint lodged by (Name & full Address)
2. Against whom (Name & full Address)
3. Whether the supplier is a merchant exporter or a manufacturer exporter?
4. Particulars of complaint (Please furnish details)
 - (a) Non-payment of Commission
 - i) Export order/LC (Copy may be furnished)
 - ii) Agency agreement (copy may be furnished)
 - iii) Export invoice (copy may be furnished)
 - iv) Amount & due date as commission
 - v) Copies of correspondence exchanged (Furnish)
 - vi) Any complaint in the past and mode of settlement
 - (b) Non—execution of export order
 - i) Export order/LC (Copy may be furnished)
 - (ii) Whether any sample was approved(Give details)
 - (iii) Copies of correspondence exchanged.
 - (iv) Was anything pending from your end?
 - v) Reasons for delay/non—execution, as for as known
 - (c) Short supplies
 - (i) Whether any agency was nominated for inspection prior to export? (Furnish details including inspection certificate, if any)
 - (ii) Short landing survey certificate (copy may be furnished)
 - (iii) Whether any survey was carried out at port of destination (Please enclose copy)
 - (iv) Packing list (Please enclose copy)
 - (v) Reason for short landing as for as known.
 - (vi) Copies of correspondence exchanged.
5. Whether imports were effected from the same exporter in the past?
6. Any complaint on post suppliers and mode of settlement.
7. Whether further orders have been placed with the same exporter?
8. Any other information that would help in investigation of the complaint.

The forgoing information/particulars are true to the best of our knowledge and belief.

Place
Date

Signature
Name
Designation
Seal with address & name of firm.