

Proforma for investigation of quality complaints (To be filled in by the complainants)

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 (Attach separate sheets if required)
5. Total quantity & value of consignment (Please furnish copy of shipping invoices)
6. Quantity & amount of claim, if any
7. Particulars of contract/L.C. if any giving details of technical requirements stipulated (copy may be furnished)
8. Whether any sample was approved? (Give particulars)
9. Whether any agency was nominated for inspection prior to shipment.
10. Date of arrival of goods at the destination port.
11. Condition of the goods at destination port.
12. Bill of Lading/Airways Bill No. (Copy may please be furnished)
13. Whether consignment was in sealed condition? If so, give particulars of seal used.
14. Whether exporter forwarded copy of inspection certificate (Please furnish copy)
15. A) Whether any independent survey of the goods was done (Please furnish copy of every report)
B) Whether survey was carried out with or without the consent of supplier?
16. Whether quality defects were also covered by insurance (for perishable goods)
17. Whether imports were effected from this supplier/exporter in the past?
18. Any complaints on past supplies & its mode of settlement.
19. Whether further orders have been placed with this supplier/exporter subsequently?
20. Any other information that may be of assistance in investigation of this complaint.

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

Place

full address of the firm name

Signature.....

Date ...

(Name in Capital Letters)

Designation