

Company name/Artist: _____

Date: _____

Company Address: _____

First and last name: _____

Production title: _____

Invoice number: _____

Disc format: CD-Audio CD-ROM DVD-Video DVD-ROM Vinyl Other: _____

 Wrong description in the ring Wrong boxes Wrong sticker/hologram Playback problems Poor quality printing No sticker/hologram Poor print quality Bad foiling Other: _____ Wrong imprint Wrong disc content**Transport:** Poor boxes quality Damaged boxes Quantitative lack Late delivery delivered _____ instead of _____ Wrong address delivered to _____ instead of _____**Detailed description of the problem:**

_____**Customer expectations / compensation*** Return Repeated production Discount Collection of goods and depackaging**Additional comments:**

_____**Decision - acknowledgement:** yes no

Procedure: _____

Signature and stamp of the person making the complaint_____
Signature and stamp of the person receiving the complaint

Signature: _____