



Dynalab Corp.
 PO Box 30112
 Rochester, NY 14603-3112 USA

Tel 585-334-2060 800-828-6595
 Fax 585-334-0241
 www.dynalabcorp.com

CUSTOMER COMPLAINT (please fax this completed page to: 585-334-0241)

REASON CODES

- | | | |
|--------------------------------|---------------------------------|--------------------------------|
| 1. Incorrect item shipped | 9. Customer ordered incorrectly | 17. Invoicing error |
| 2. Shipped short | 10. Order entry error | 18. Customer refused |
| 3. Quoted price not applied | 11. Over-shipment | 19. Incorrect freight charged |
| 4. Customer reducing inventory | 12. Customer cancelled order | 20. Freight claimed for return |
| 5. Not satisfied with quality | 13. No reason stated | 21. Damaged during transit |
| 6. Late delivery | 14. Packaged incorrectly | 22. Inconclusive |
| 7. Duplicate shipment | 15. Customer moved | 23. Amount immaterial |
| 8. Shipped to wrong location | 16. Computer error | |

Return Authorization <input type="checkbox"/>	Customer Complaint <input type="checkbox"/>	Credit Authorization <input type="checkbox"/>
Date: _____		Log Number: _____
Company Name: _____		Customer Number: _____
Contact Name: _____		Title: _____
Phone # _____		Fax # _____
Invoice # _____	PO # _____	WO # _____

Comments:

Product	Quantity	Description	Amount	Location
SUB TOTAL:				
FREIGHT:				
RESTOCKING:				
TOTAL \$:				

ACTION REQUIRED:

_____ Replacement sent to be charged	Work Order # _____
_____ Returned to us via: <input type="checkbox"/> UPS Collect	<input type="checkbox"/> Other: _____
Authorized By: _____	Date: _____
Authorized By: _____	Date: _____

cpl1003