|  |  |
| --- | --- |
| **Customer :** |  |
| ***Description of the issue- MUST include photos***  |  |
| **Is this a first tier or second tier complaint (direct customer or a customer of yours)** |  |
| **Kill Date:**  |  |
| **Delivery Date** |  |
| **Product affected (Loose/portions, please state size) Have a different**  |  |
| **Amount of birds affected & weight (kg) (detail number of birds)**  | Kgs | Birds |
| **Product to be returned – include details.** |  |
| **If so, where is the product?**  |  |
| **Name of person to be contacted and contact number?** |  |

***PART 1 – Customer to Complete***

In order to ensure your complaint is dealt with as soon as possible and any necessary action taken (product returns and/or credit \*as applicable) this form **MUST** be completed and returned to Highbury Poultry within 24 hrs of receiving the product. Credit will **NOT** be considered if we are not in receipt of this form.

Please complete and return to: sales@highbury-poultry.com robertb@highbury-poultry.com warrenj@highbury-poultry.com

***Completed by………………………………………Date……………………………………………..***

***PART 2 – Highbury use only***

To be completed on receipt of Part 1.

|  |  |
| --- | --- |
| **Date received** |  |
| **Has the customer been contacted?** |  |
| ***Who contacted the customer and what was the outcome?*** |  |
| **Is a return required? Give details** |  |
| **Is a credit required? Has the credit been paid?** |  |
| **Further investigation required? Give details** |  |

Technical Sign………………………………………… Sales Sign……………………………………………….

Accounts Sign…………………………………………