

Product Defect Complaint Record Form

This **product defect complaint record form** sample is designed to help businesses efficiently document and manage customer feedback related to product issues. It ensures clear communication of defects, facilitating timely resolution and quality improvement. Utilizing this form enhances customer satisfaction and supports compliance with quality standards.

1. Customer Information

Customer Name	Contact Number
Email Address	Date of Complaint
Address	

2. Product Information

Product Name	Model/Serial Number
Purchase Date	Purchase Location

3. Defect Description

Description of Defect
Date Defect Noticed
Photographic Evidence (if any)

4. Action Taken

Received by (Staff Name)	Date Received
Initial Action Taken	
Investigation/Finding	
Resolution/Follow-up	

5. Acknowledgement

Customer Signature: _____

Date: _____

Staff Signature: _____

Date: _____