



# PRODUCT COMPLAINT FORM

**PLEASE COMPLETE AND RETURN TO:**

**ANGOSTURA LIMITED**

**CUSTOMER SERVICE DEPARTMENT**

Corner Eastern Main Road & Angostura Street

Laventille, Trinidad. W.I.

Tel. 1-868-623-1841; Fax: 1-868-623-1847

Email: (Local) [css@angostura.com](mailto:css@angostura.com) & (Foreign) [icss@angostura.com](mailto:icss@angostura.com)

**(1) CUSTOMER INFORMATION**

Customer's Name (Complainant) \_\_\_\_\_ ( )Mr. ( )Mrs. ( )Ms.  
LAST FIRST

Registered Business Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Country of Product Complaint \_\_\_\_\_ Tel/Cell \_\_\_\_\_ Email \_\_\_\_\_

Customer Account No. \_\_\_\_\_ Individual Making Complaint \_\_\_\_\_

**(2) PRODUCT CATEGORY:** ( ) CASE ( ) CANS ( ) BULK ( ) BOTTLES ( ) MINIATURES ( ) CONTAINER  
( ) AGENCY (Scotch/Wines, Vodka, Liqueurs etc.) ( ) BITTERS ( ) ORANGE BITTERS ( ) RUM ( ) RTD (LLB)

Name of Complaint Brand/s (e.g. Single Barrel) \_\_\_\_\_

**(3) PACKAGE SIZE:** ( ) 750ml ( ) 700ml ( ) 1750ml ( ) 1000ml ( ) 375ml ( ) 50ml ( ) 1500ml ( ) 187ml ( ) 500ml  
( ) 170ml ( ) 100ml ( ) 200ml ( ) 473ml ( ) 3.75ml ( ) 4500ml ( ) 275ml ( ) 16 oz ( ) 4 oz ( ) 3000ml  
( ) 2000ml ( ) 355ml ( ) 15000ml ( ) 6000ml ( ) Bulk Litres \_\_\_\_\_

**(4) NATURE OF COMPLAINT:** (Tick appropriate box/boxes relating to complaint)

- ( ) Incorrect Order ( ) Damaged Packaging (outer carton) ( ) Damaged Packaging (bottle, cans, caps, cork) ( ) Off Taste
- ( ) Off Smell ( ) Missing Label ( ) Foreign Matter/Sediment ( ) Insect Contamination ( ) Expired Stock
- ( ) Leaking Bottles/Cans ( ) Incorrect Volume ( ) Empty Bottles/Cans ( ) Product Damaged in Transit (via shipment)
- ( ) Short-shipment ( ) Incorrect Package/Labelling ( ) Tampered Product ( ) Missing Bottles/Cans ( ) Incorrect Barcode

**(5) DETAILS OF PRODUCT COMPLAINT:**

Quantity Damaged/ Missing/Returned: \_\_\_\_\_ Place of Purchase \_\_\_\_\_

(Give Details) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(6) PRODUCT INFORMATION** (Answer where applicable)

Container Number \_\_\_\_\_ Batch/Rotation # \_\_\_\_\_

Purchase Order No. \_\_\_\_\_ Invoice No. \_\_\_\_\_

Lot No. \_\_\_\_\_ Date Code (if available) \_\_\_\_\_



(7) Sample Submitted: ( ) YES ( ) NO  
 If NO, give details : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(8) Is this a First-Time Complaint: ( ) YES ( ) NO  
 If NO, give details: \_\_\_\_\_  
 \_\_\_\_\_

(9) Was this Complaint communicated to anyone else at Angostura Limited: ( ) YES ( ) NO  
 If YES, state name of person \_\_\_\_\_ Date sent \_\_\_\_\_  
 Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**DISCLAIMER:** Angostura Limited is not liable for product broken or damaged on one's property either due to improper storage, poor display or handling. Where product is damaged whilst in transit via Angostura delivery vehicle or shipment, it will be addressed in an equitable, objective and unbiased manner, based on satisfactory evidence, through our Complaints Handling Process. Angostura Limited will use all reasonable endeavours to assist the Complainant in exhausting all measures in order to satisfy a complaint.

*Angostura Limited is constantly striving towards a customer focused environment. We welcome all feedback, not limited to complaints, but to compliments. Customer feedback in the form of compliments or complaints helps us to identify things we need to improve or change and also the things we do well. WE ARE COMMITTED TO THE RESOLVING OF COMPLAINTS PROMPTLY, FAIRLY AND CONFIDENTIALLY.*

**FOR ANGOSTURA PERSONNEL ONLY**

COMPLAINT REF. NO  LOCAL ( ) EXPORT ( ) INTERNET ( ) WALK-IN ( ) CALL-IN ( ) FRANCHISE ( ) OTHER ( )

Complaint Submission Date \_\_\_\_\_ Sample Received/Awaiting ( ) Photo/s received ( ) No Sample Available ( )  
 To Collect Sample From Customer ( ) Credit to be Applied ( ) Product to be Replaced ( ) Product sent to Deliveries/Lab Directly ( )

**CUSTOMER SERVICE COMMENTS**

\_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date Sample /Form sent to Lab \_\_\_\_\_ Received at Lab by \_\_\_\_\_

Customer Service Manager/Supervisor \_\_\_\_\_ Date \_\_\_\_\_