

Customer Complaint Form with Answers

Customer Information

- Full Name: John Doe
- Contact Number: (555) 123-4567
- Email Address: johndoe@example.com
- Address: 123 Main Street, Anytown, USA

Product/Service Information

- Product/Service Name: XYZ Headphones
- Purchase Date: 01/15/2024
- Order/Invoice Number: INV-20240115-1234

Complaint Details

- Description of the Issue: The left earbud stopped working after two weeks of use. I have tried troubleshooting as per the user manual but the issue persists.

- Date of Occurrence: 01/29/2024
- Supporting Evidence (e.g., Photos, Receipts): Attached is the receipt and a photo showing the faulty earbud.

Desired Resolution

- **Preferred Outcome (Refund, Replacement, etc.): Replacement of the defective headphones.**
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Additional Comments

- **I would appreciate a prompt resolution as I use these headphones daily for work.**
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Signature

- **Customer Signature: John Doe**
- **Date: 02/01/2024**