



COMPLAINT REF:

GSM SOLUTIONS COMPLAINT / FEEDBACK FORM

First off all we we are fair an we ask the same of you. We're committed to providing our customers with the highest standard of service. If you have a complaint OR good feedback we want to know! We'll address the issue as quickly and as fairly as possible. Only in this way can we improve matters. We welcome your feedback and will deal with you promptly, impartially and in confidence. The manager on duty will give this his full attention.

YOUR NAME: _____

ADDRESS: _____

TELEPHONE: Landline: _____ Mobile: _____

YOUR EMAIL: _____

YOUR RECEIPT/ORDER NUMBER/S: _____|_____|_____

DATE/S INCIDENT OCCURRED: _____|_____|_____

VERY IMPORTANT - DO YOU KNOW WHO WERE DEALING WTH? _____

If you are not sure, please give some details, man, woman, date, hair colour etc.

DETAILS:

Be as brief and complete as possible to make the explanation clear.
Use separate sheet(s) of paper if you need more space.

DID THE SERVICE PROVIDED FALL OUTSIDE OF THE SIGNED T&C's? YES NO

WAS YOUR ITEM BROUGHT BACK WITHIN THE SPECIFIED WARRANTY PERIOD? YES NO

DESIRED RESOLUTION? _____

SIGNED: _____ DATE: _____

Anyone wishing to make a complaint in relation to the quality of any of the services or products should complete this complaint form. Please note we don't accept complaints verbally or by email.

SEND OR BRING A COMPLETED HARD COPY TO:
GSM Solutions, STRICTLY PRIVATE & CONFIDENTIAL. Customer Service Manager
6 & 7 Upper Abbey St, Dublin 1, Ireland.

Please include any copies of receipts/order invoices or repair dockets if relevant to help us spend up your case. Complaints are death within 10 working
*****AS A CUSTOMER YOUR MUST GET A RETURNS EXPLANATION BOOKLET, IF YOU DON'T PLEASE ASK A STAFF MEMBER*****