PROFORMA FOR INVESTIGATION OF COMPLAINTS
(Other than quality complaints)

1. Complaint lodged by :
   (name and full address)

2. Against whom :
   (name and full address)

3. Whether the supplier is a merchant exporter or a manufacturer exporter?

4. Particulars of complaint :
   (Please furnish details)
   (a) Non-payment of commission
   i) Export order/L.C. :
      (copy may be furnished)
   ii) Agency agreement :
       (copy may be furnished)
   iii) Export invoice :
        (copy may be furnished)
   iv) Amount & due date as commission :
   v) Copies of correspondence exchanged (furnish) :
   vi) Any complaint in the past and mode of settlement :

   (b) Non-execution of export order
   i) Export order/LC :
      (copy may be furnished)
   ii) Whether any sample was approved (give details) :
   iii) Copies of correspondence exchanged :
   iv) Was anything pending from your end? :
   v) Reasons for delay/non-execution, as far as known :

© Short supplies
   i) Whether any agency was nominated for inspection prior to export? (Furnish details including inspection certificate, if any)? :
   ii) Short landing survey certificate :
      (copy may be attached)
iii) Whether any survey was carried out at Port of destination (please enclose copy):
iv) Packing list (please enclose copy):
v) Reason for short landing as far as known:
vi) Copies of correspondence exchanged:

5. Whether imports were effected from the same exporter in the past:
6. Any complaint on past supplies and mode of Settlement:
7. Whether further orders have been placed with the same exporter:
8. Any other information that would help in investigation of the complaint:

The foregoing information/particulars are true to the best of our knowledge and belief.

Place: Signature
Date: Name
          Designation
Seal with address & name of firm