



MATERIEL MANAGEMENT BRANCH

8525 Rex Road Pico Rivera, CA 90660
T (562) 654 9009 | F (562) 654 9019

Date: _____

PRODUCT COMPLAINT FORM

Use this form to report POOR QUALITY or POOR PERFORMANCE of General Stores Distribution products received.

*Required information.

*School / Office: _____ *Cost Center: _____
(Location Code)

ESC (Local District): _____ *Tel.: _____ ext. _____

*Contact Person: _____ Fax: _____

Title: _____ *Email: _____

Your report of items, unsuitable for school/office use or of poor quality, helps maintain quality control of stock / non-stock items.
Please attach the package or sample, if possible. A separate report should be submitted for each item.

Product ID: _____

Item Description:
(use catalog or requisition description) _____

Brand Name and/or
Manufacturer's Model #: _____

STO #: _____ Date: _____

PLEASE CHECK appropriate complaint(s):

- Poor quality material or workmanship.
- Alternate is not equal to brand specified.
- Will not operate properly - needs frequent repair.
- Poor finish.
- Old or discolored stock.
- Other: _____

Specific Description of Defect: _____

Suggested Improvement: _____

FOR STORES USE ONLY

Claim #: _____

Action Taken by Materiel Management Branch:

Date: _____

- Will be notified upon disposition.
- Report to Buyer for future bid consideration.

Other: _____
