**Post-Purchase Defect Reporting Form**

Company Name  
Company Address  
Customer Service Email/Phone  
Form Number (Optional)

1. **Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Full Name |  | Contact Number |  |
| Email Address |  | Address |  |
| City / State / ZIP |  |  |  |

1. **Product Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Product Name |  | Model / Variant |  |
| Serial Number |  | Date of Purchase |  |
| Purchased From (Store / Online) |  | Invoice / Receipt Number |  |

**3. Defect Details**

Describe the issue in detail:

|  |
| --- |
|  |
|  |
|  |

**A. Type of Defect (Select one or more)**

☐ Physical Damage  
☐ Electrical/Functional Failure  
☐ Incorrect/Incomplete Product  
☐ Performance Issue  
☐ Packaging Damage  
☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**B. When Was the Defect First Noticed?** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_

**C. Frequency of Issue**

☐ Occurs Occasionally  
☐ Occurs Frequently  
☐ Occurs Every Time the Product Is Used

**4. Supporting Evidence**

Please attach if available:

* Photos of the defect
* Video showing the issue
* Copy of purchase invoice
* Warranty card

Checklist:  
☐ Photos attached  
☐ Video attached  
☐ Invoice/Receipt attached  
☐ Warranty Proof attached

**5. Customer Request / Preferred Resolution**

☐ Repair under warranty  
☐ Product replacement  
☐ Refund (if applicable)  
☐ Store credit  
☐ Further inspection required  
☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6. Customer Declaration**

I declare that the information provided is true and accurate to the best of my knowledge. I understand that the company may inspect the product before approving my request.

**Customer Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_

**7. For Company Use Only**

| **Field** | **Details** |
| --- | --- |
| Report Received By |  |
| Date Received |  |
| Inspection Conducted By |  |
| Inspection Date |  |
| Findings |  |
| Approved Resolution |  |
| Notes |  |
| Company Representative Signature |  |