

Formal Grievance Form

BALFOUR, CO.

This form is used to formally register a complaint or dispute that could not be resolved through standard customer service channels.

Section 1: Customer Details

Field	Required Information
Full Customer Name:	
Contact Number (Phone):	
Email Address:	
Full Address:	
Order/Invoice Reference Number:	
Date of Purchase:	

Section 2: Affected Product Details

Field	Required Information
SKU or Ring Name:	
Metal Type:	<input type="checkbox"/> Yellow Gold <input type="checkbox"/> White Gold <input type="checkbox"/> Rose Gold <input type="checkbox"/> Other: _____

Field	Required Information
Precious Stone (if applicable):	<input type="checkbox"/> Diamond <input type="checkbox"/> Sapphire <input type="checkbox"/> Ruby <input type="checkbox"/> Emerald <input type="checkbox"/> Other: _____
Date Product Was Received:	

Section 3: Nature of the Complaint or Grievance

Please check the category that best describes your complaint (you may select more than one):

Category	Check (X)
Manufacturing Defect/Quality: (E.g., loose setting, metal imperfections)	<input type="checkbox"/>
Specification Discrepancy: (E.g., wrong ring size or stone color received)	<input type="checkbox"/>
Certification/Authenticity Issue: (E.g., doubt about the purity of the gold or stone)	<input type="checkbox"/>
Delivery/Logistics Problem: (E.g., damage during shipment, excessive delay)	<input type="checkbox"/>
After-Sales Service/Warranty: (E.g., failure to honor warranty, poor repair service)	<input type="checkbox"/>
Other: (Specify below)	<input type="checkbox"/>

Section 4: Detailed Description of the Grievance

Describe the situation or problem clearly and objectively. Include relevant dates, names of personnel contacted (if applicable), and any prior attempts at resolution.

(Use the back side if necessary)

Section 5: Desired Outcome (Remedy)

What specific action do you expect the company to take to resolve this grievance?

- Repair the product at no additional cost
 - Replacement of the product with a new one (same model/specifications)
 - Full refund of the purchase price
 - Store credit for the value of the purchase
 - Monetary compensation (Specify amount: _____)
 - Other Resolution (Specify): _____
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Section 6: Declaration and Signature

I declare that the information provided in this form is true and accurate to the best of my knowledge and belief. I understand that this form initiates the formal review process and that I will be informed of the next steps.

Customer Signature: _____ Date: _____

For Internal Use Only (Do Not Fill)

Field	Internal Information
Form Reception Date:	
Assigned Compliance/HR Officer:	

Field	Internal Information
Severity Level (1 to 5):	
Final Resolution (Date and Detail):	