

Complaints Form

Please complete this form according to the instructions at the end, then return via post or email the completed form to the De La Espada store from which you purchased. Please attach imagery of the issue raised to allow us to investigate the issue more swiftly.

Date _____

Customer Name _____ Order Number _____

Customer Delivery Address (to which the item was delivered)

Address _____

City _____ Zip/Postcode _____ Country _____

Customer's current address (if different to above)

Address _____

City _____ Zip/Postcode _____ Country _____

Email address _____

Which product does the issue concern? Please include model number, and/or verbal description. Please also include timber and finish

When did you purchase this item?

Have you recently moved house? If so, please provide move date.

Have you recently renovated your home? How recently?

What is the nature of your complaint?

When did you notice the aforementioned?

Please provide us with any further information you feel is relevant.

Instructions

Customer Name: Please provide the name under which the item was ordered.

Order Number: This number appears at the top of your order form, is 9 digits long and begins with either LON, NYC or LAX.

Customer delivery address: Please provide the address to which the goods were delivered.

Customer's current address: Please include current contact address.

Continue your notes on the back of the page if necessary.

Please return this form along with imagery of the issue to the De La Espada store from which you purchased.

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