**Customer** **Complaint Form**

|  |
| --- |
| **Customer Information**  Name Country  Telephone Number  E-mail Address  Purchased from us or our distributors? If from distributor, please specify |
| **Product Information**  Catalog No. Lot No.  Product Name  Product Size Quantity  Date Received Date Used  Storage Condition |
| **Complaint Details** |
| **Details for the Experiment**   1. **Sample** **species and type.** 2. **Incubation conditions for standards, samples, and detection antibody.** 3. **Dilution ratio of sample and Dilution gradient of the standards.** 4. **Please supply the information of the negative and positive control.** 5. **Color reaction temperature and time.** 6. **Detecting wavelength.** 7. **Do you repeat the experiment？** |
| **Experiment Data**  **Note: for your convenience, you may submit the data in an attached file, along with any additional information or supporting documents that might facilitate a more thorough analysis.** |

**We appreciate your assistance and we will contact you as soon as possible!**