**Customer** **Complaint Form**

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| **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？**
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| **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!**