**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. **What solution do you use to dissolve or dilute the protein?**
2. **Is the rehydrated protein re-quantified? If so, what is the quantitative method?**
3. **Please provide the antibody information if the protein is tested with the antibody.**
4. **Do you repeat the experiment?**
5. **Please write down the details of the application you are using**
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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!**