**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** |
| **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!**