



## Dianne Marshall Hair Extensions Customer Complaints Form

### Customer Details

Full Name: \_\_\_\_\_  
*Last* *First*

Address: \_\_\_\_\_  
*Street Address* *House No.*

\_\_\_\_\_ *City* *County* *Postcode*

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Email \_\_\_\_\_

### Complaint Details

Proof of purchase?  
(Receipt or bank statement) \_\_\_\_\_ Date of purchase: \_\_\_\_\_

Product purchased: \_\_\_\_\_

Complaint in detail: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How often do you wash and  
condition the extensions? \_\_\_\_\_

What products do you use on the  
extensions? \_\_\_\_\_

What methods of heat styling are  
used and how often? \_\_\_\_\_

Have any chemicals been used on  
the hair, permanent or  
nonpermanent? \_\_\_\_\_

**IMPORTANT NOTE:** Remi hair is **not** analysed in the UK. All hair which has a complaint is sent back to the manufacturers in China where the hair will be fully tested and analysed for faults.  
Customers can expect the results of testing within 6-8 weeks.

### For Office Use Only

Date complaint received: \_\_\_\_\_

Staff member: \_\_\_\_\_

Action Taken: \_\_\_\_\_