



*Regal*  
pet health

Date:

Complaint number:

From: Regal Pet Health a division of Herbex (Pty) Ltd

Po Box 30982

Tokai

7966

021 709 6600

**QC complaint form with reference to Regal Pet Health.**

Thank you for the information you have submitted regarding your Regal Pet Health product. We apologize that the product was not satisfactory and request that you fill in and submit the below form to have your product replaced (free of charge) or a full refund. Your request will be responded to within 10 working days.

Please complete and submit at your earliest convenience via one the following channels,

Fax +27 788 2171/ email:enquiries@regalpethealth.com

**A) Owner information - sections A, B and C to be completed in full.**

1.1) Full name and surname:

1.2) Contact details:

1.3) Delivery address:

**B) Pet Information**

2.1) Name of pet:

2.2) Type of pet:

2.3) Age of pet:

2.4) Breed:

**C) Product and purchase information.**

3.1) Date of purchase:

3.2) Store name where product was purchased:



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3.3) Product name:

3.4) Product Batch number and Expiry Date:

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3.5) Nature of complaint (please tick relevant box):

Packaging / Presentation (incl. bottle, cap, label, Unit Container and/or damaged appearance)

Product itself (incl. taste, smell and appearance)

**For Packaging / Presentation: Please answer the following:**

3.6) In what way was the product packaging / presentation unsatisfactory (please explain in detail):

**For the product itself: Please answer the following:**

**Please indicate nature of complaint:**

Color / Appearance of Product

Odor of Product

Taste / Palatability of Product

3.7) Condition you want to treat with Regal product:

3.8) Did your pet experience any symptoms after product was administered (Please specify in Detail)?

3.9) Have the symptoms subsided?

3.10) Did your pet receive veterinary care (please include vet report if possible)?

3.11) Have you used Regal products for your pet before the incident (Please specify which Regal products were used before the incident)?:

3.12) Was your pet on any other Regal products or medication at time of incident (Please specify)?

3.12) How was the product administered to the dog/cat (Please include the dosage given)?

3.13) Was the product given over food / was the product given on its own?

3.14) In the case of color, odor or taste, did the product develop the unsatisfactory odor, color or taste after product was opened and used for a period of time or did the product show the characteristics upon purchase?



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3.15) Complaint, please detail your full complaint:

All complaints are handled with in the laws stipulated by the **Consumer Protection Act,68 of 2008**

Do you consent to all the information herein is truthful and binding to this complaints contract.

YES/NO

(NAME) (Signature).....

Signed this .....day of ..... 2015

Actioned: (office use only)

Replace / Refund