



Manatee Chamber of Commerce
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 Lakewood Ranch Office at the McClure Center: 4215 Concept Court
 Lakewood Ranch FL 34211
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CONSUMER EXPERIENCE REPORT

TO THE CONSUMER: (You must return all copies.) You have reported an unsatisfactory business transaction. If your problem falls within the areas of activity indicated by the check list below, we will refer this complaint to the company for special review and reply. Include any contracts, advertising, letters, etc. that may support your claim.

The Better Business Council is supported by member firms of the Manatee Chamber of Commerce. They make this public service available to you without cost.

(PLEASE PRINT)

YOUR NAME _____ COMPLAINT AGAINST: _____ DATE _____

ADDRESS _____ COMPANY _____

ADDRESS _____ ADDRESS _____

CITY _____ ST _____ ZIP _____ CITY _____ ST _____ ZIP _____

YOUR PHONE NUMBER _____ THEIR PHONE NUMBER _____

Date of Transaction _____ Dates You Complained to Company _____ To Whom _____

Sales Person _____ Identify Product or Service _____ If Advertised, When _____

Where (Enclose Ad) _____ Receipt or Contract No. _____ Amount of Complaint \$ _____

CHECK CAUSE(S) OF COMPLAINT AND EXPLAIN BRIEFLY

- | | | |
|--|---|---|
| <input type="checkbox"/> Advertised item not available | <input type="checkbox"/> Misrepresentation-Advertised | <input type="checkbox"/> Promised adjustment not fulfilled |
| <input type="checkbox"/> Defective merchandise | <input type="checkbox"/> Misrepresentation-Oral | <input type="checkbox"/> Unsatisfactory installation or service |
| <input type="checkbox"/> Guarantee or contract not fulfilled | <input type="checkbox"/> Non-delivery of merchandise | <input type="checkbox"/> Other (indicate below) |

WHAT ADJUSTMENT DO YOU CONSIDER MUTUALLY FAIR? _____

I HEREBY RELEASE the Manatee Chamber of Commerce from any claim, loss or damage of any kind whatsoever arising out of or resulting from its acceptance, filing, publication or use, in any manner, of this form and the complaint processing procedure. I further agree to indemnify and hold harmless the Chamber from any claim, loss, damage, action, cause of action of any kind whatsoever arising out of or resulting from its acceptance, filing, publication or use, in any manner of this form or the complaint processing procedure.

I have read and understood the terms of the agreement set out herein and agree to adhere to them. I have read this document and all allegations are true and correct.

 Consumer Signature _____ Date _____

DO NOT WRITE BELOW THIS LINE

TO THE COMPANY: Please record your disposition of this case so that our files will reflect your comments and / or handling.

YOUR ANSWER WILL BE FORWARDED TO THE CUSTOMER

Have Resolved (date) _____ Will Resolve By (date) _____ Unwilling to Reconsider (explain below) _____

COMMENTS _____

I HEREBY RELEASE the Manatee Chamber of Commerce from any claim, loss or damage of any kind whatsoever arising out of or resulting from its acceptance, filing, publication or use, in any manner, of this form or the complaint processing procedure. I have read and understood the terms of the agreement set out herein and agree to adhere to them.

BUSINESS NAME (please print) _____ Date _____

AUTHORIZED SIGNATURE _____