



# The Jewellery Council of South Africa

## COMPLAINT

<b>Date:</b>	
<b>Company name against whom you wish to lay a complaint:</b>	
<b>Area in which this company is:</b>	
<b>Your name and surname:</b>	
<b>Contact number:</b>	
<b>Email or Fax number:</b>	
<b>Details of complaint: (Please utilise dates and state what has happened from the beginning until the time you have decided to lodge the complaint)</b>	

What would you like the JCSA to negotiate on your behalf for e.g.: refund, repair, replace etc.	

***Please attach any receipts/invoices/photographs to the complaint.***

Kindly note that we will confirm receipt of your complaint once we have received this. Should a jewellery piece need to be evaluated by an independent party, this will be for your own cost.

Members are provided ten working days to revert back, once we have received a response from them we will revert back to you with feedback.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_