



FPL Food, LLC
1301 New Savannah Road
Augusta, GA 30901

Customer Complaint / Incident Form

To Be Completed within 24 Hours of Notification – Completed form to be forwarded with supporting documentation to Customer/Sales Support [claims@fplfood.com]

Date: _____
(Today's Date)

Customer: _____

Customer Address (Including City, State, and Zip):

Customer Contact Name: _____

Phone: _____ **Email:** _____

Order Number: _____

PO Number: _____

Product Code(s), Lot Number, Production Date(s):

Quantity	Product Code/Description	Production Date:	Product Value:

Will Customer Keep Product? (Y or N): _____



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Documents Submitted (Mark "X" When Provided):

- Bill of Lading _____
- Customer Invoice _____

Pictures Provided? (Yes or No): _____

(Submit pictures of issue in question, all label(s), lot code identification, production date(s))

Nature of Complaint or Issue(s): _____

(FPL Food, LLC Internal Use Only, To be filled out by FPL Food, LLC Personnel)

Investigation Details and Root Cause(s):

Corrective Action(s) Taken:

Preventive Measure(s):

Claim Accepted (Yes or No): _____

Reviewed By: _____ **Date:** _____

Incident Number: _____