

The Genuine. The Original.



CUSTOMER CONFUSION

Date: _____

Customer Name: _____

Customer's Address: _____

Customer Phone #: _____ Customer Email: _____

Brief description of how the customer was confused (i.e., incorrectly believed we provided service, wanted to contest a charge from another company, paid us for work done by another company, etc.):

Name of the business customer meant to contact: _____

Address/phone number of business: _____

Did web search results cause their confusion? If so, list search terms and results shown or clicked:

Did a coupon, directory listing or other advertisement cause confusion? If so, obtain copy of ad or coupon if possible, and identify the directory and publish date:

If you believe that, as a result of the customer's confusion, work was obtained by the other company, define the work and price for the work (ex: spring replacement/\$_____, New Local Grocery Store Commercial Door Installation \$_____)?

Any problems with other company (overbilling, substandard work, unprofessional conduct, etc.)?

Best Person to Contact Who Has Knowledge Regarding the Above:
