

COMPLAINT FORM

Fill in the form and email it to the Virbac Customer Service team at virbac@virbac.dk.

Remember to attach the related documents and photos.

* Mandatory field

Customer name*

Customer number*

Address

Phone number*

Email*

Order number

IMPORTANT

Batch numbers and pictures are mandatory for order refunds. Please contact our customer service if you cannot provide them.

It can take up to 14 days to process your case, after which we will initiate the refund process (if applicable)

You can fill in the complaint form in **English, Danish, Norwegian or Swedish.**

Mandatory fields are marked with*.

Item number

Product name*

Strength / Size*

Quantity*

Batch/LOT number*

Expiration date

Item number

Product name*

Strength / Size*

Quantity*

Batch/LOT number*

Expiration date

Item number

Product name*

Strength / Size*

Quantity*

Batch/LOT number*

Expiration date

Describe your complaint / defect*

Attachments (check off):

Invoice

Pictures*

Delivery Note

Date*

Signature*

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