

Estée Lauder Cosmetics  
Pte Ltd 3 Fraser Street,  
#18-21  
DUO Tower  
Singapore 189352  
Tel: (65) 6438 0900 Fax:  
(65) 6438 1200



ESTÉE  
LAUDER  
COMPANIES

### CONSUMER PRODUCT QUALITY QUESTIONNAIRE

**Nature of Complaint**  Product  Packaging  Others (Please Specify)

**I. Product Particulars** **Date**

**Product Name (as per packaging)** **Brand:**

**Product Size** **Date & Place of Purchased:**

#### II. Details of Customer

**Name**

**Address**

**Contact No.** (HP) (O) (H)

**Nationality** **Gender**  Male  Female

#### III. Details of Product Quality

**How soon after you purchased of product did you notice the changes?**

\_\_\_\_\_ Hour (s) \_\_\_\_\_ Day (s) \_\_\_\_\_ Week (s) \_\_\_\_\_ Month (s)

**How was the product stored?**

**Was the cap closed securely and tightly after use?**

Yes  No

**How was the product extracted from the jar?**

Spatula  Others \_\_\_\_\_

**Did you travel with the product?**

Yes (Please specify carrier)  No

**If yes, how was the product handled and stored?**

**If via flight, how was the product handled?**

Hand-carried  Checked-in luggage

**Was the product transferred from one jar / tube to another for travel purposes?**

Yes (Please specify) \_\_\_\_\_  No

This questionnaire will gather information relating to the case that you reported to us. Through this questionnaire, Estée Lauder Cosmetics Pte. Ltd. ("we" or "our") may collect your personal information including but not limited to your name, contact information and personal particulars, demographic information, details of product usage and reaction. By providing your personal information, you consent to the collection of that information. We will process your personal information for the purposes of investigating and analyzing your concerns, improving the safety of our products, analytics purposes, product exchange/refund purposes and for complying with any legal obligations to report to local regulatory authorities. If you choose not to provide the personal information requested in the questionnaire, we will not be able to review and follow up on your case.

Your personal information will be stored until the purposes of processing your personal information, as described above, have been accomplished, and then your personal information will be archived in a separate database and then deleted electronically.

Under local laws, you may have the right to access and request correction of personal information we hold about you, or to withdraw consent to the processing of your personal information, and other rights as specified in our Privacy Policy. If you would like to exercise your rights, or if you have any questions or complaints about our processing of your personal information, please refer to our Privacy Policy, which contains relevant information. You can also contact us using the contact information listed in the "How To Contact Us" section in our Privacy Policy. By ticking the checkbox below and proceeding with the questionnaire, you confirm that you have read, understood and agreed to our Privacy Policy which can be accessed by at [www.jomalone.com.sg/privacy-policy](http://www.jomalone.com.sg/privacy-policy).

I hereby confirm that the information provided herein is true and complete and I agree to my personal information being processed in accordance with the terms above.

**Signature:** \_\_\_\_\_

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