
Product Issue Evaluation Form

Where tradition meets innovation — Reviewed with precision, resolved with care.

Customer Information:

- **Full Name:** _____
 - **Contact Number:** _____
 - **Email Address:** _____ (optional)
 - **Date of Purchase:** _____
 - **Item Purchased:**
 - **Brand & Model** (if applicable): _____
 - **Receipt / Proof of Purchase Attached:** Yes No
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Customer Declaration

1. Customer Report / Issue Description

(Kindly explain the issue. When and how did it happen? Was it working initially? Where was it used?)

2. Attach Supporting Evidence

Please provide at least one of the following:

- Clear photo of the item (especially the issue part)
- Video of item usage / damage
- Screenshot of purchase confirmation



3. Usage Details

How many times was the item used? _____

Type of use: Home Studio Live Gig School

Did the item fall or get mishandled? Yes No

If yes, please explain: _____

Was it used as intended or modified in any way? Yes No

If no, please explain: _____

****Did the item break during your use or performance? ****

Yes No

If yes, please describe what action you were doing when it got damaged:

Store Assessment & Findings

4. Initial Evaluation by JMJ Staff

- Possible Factory Defect
- Physical Damage / User Mishandling
- Wear and Tear / Consumable Item
- No Clear Evidence / Needs Further Review

Notes: _____

Staff Name: _____

Date: _____

5. Store Policy Acknowledgment

By submitting this form, the customer acknowledges the following:

- All items sold by JM Musical Goods Trading are inspected prior to sale.
- We honor returns or exchanges only for verified factory defects, not due to wear, misuse, or accidental damage.
- Strings, cables, reeds, picks, rosin, drumheads, drumsticks, cleaning cloths, polish, batteries, straps, patch cables, mouthpieces, ligatures, slide grease, tuning pegs, guitar capos, harmonicas, and similar items are considered consumables and are not covered unless unused and defective out of the package.
- Our team will do its best to assess each case fairly and transparently. Resolution may include replacement, repair, store credit, or no action, depending on findings.

6. Customer Confirmation

- I have read and understood the return/evaluation policy.
- I agree to cooperate with the evaluation process and provide necessary information.

Signature: _____

Date: _____

Thank you for choosing JM Guitar | JM Musical Goods Trading.

We are committed to carefully evaluating your concern and ensuring your satisfaction.