

**Complaint Form**

We're sorry to hear that you've had an issue. Please fill out this form, and we'll work to resolve your complaint as quickly as possible.

**Personal Information:**

- **Name:** \_\_\_\_\_
- **Email Address:** \_\_\_\_\_
- **Phone Number:** \_\_\_\_\_
- **Address:** \_\_\_\_\_

**Complaint Details:**

- **Order Number (if applicable):** \_\_\_\_\_
- **Product/Service Involved:** \_\_\_\_\_
- **Date of Incident:** \_\_\_\_\_
- **Description of Complaint:** \_\_\_\_\_

**Preferred Resolution:**

- **Refund:**
- **Replacement:**
- **Repair:**
- **Other (please specify):** \_\_\_\_\_

**Additional Comments:**

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**How to Submit:**

- **Email:** Send the completed form to [remodehub@gmail.com](mailto:remodehub@gmail.com)
- **Mail:** Send the completed form to: Remode Hub Pte Ltd  
Attn: Complaint Department  
Blk 5 Ang Mo Kio Industrial Park 2a #03-03 AMK Tech 2 #03-03 AMK Tech 2 Singapore 567760

**Customer Service Contact:**

- **Whatsapp:** 658889 3455 (whatsapp only)

Alternate Source of complaint: [https://www.case.org.sg/complaint\\_onlinecomplaint.aspx](https://www.case.org.sg/complaint_onlinecomplaint.aspx)

Contact Case Trust

- CASE Address: 170 Ghim Moh Road, #05-01 Ulu Pandan Community Building, Singapore 279621
- CASE Consumer Hotline: 6277 5100

Business will initiate mediation at CASE Mediation Centre if complaint is not resolved within 21 days.

**Privacy Notice:**

All information provided in this form will be kept confidential and used only to address your complaint.