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



CONSUMER PRODUCT QUALITY QUESTIONNAIRE

I. Product Particulars Date Product Date Product Date Product Particulars Date Product Particulars Date Product Name (as per packaging) Date & Place of Purchased: D					
Product Name (as per packaging) Product Size Date & Place of Purchased:	Nature of Complaint		Product	Packaging	□ Others (Please Specify)
Date & Place of Purchased:	I. Product Particulars				Date
III. Details of Customer Name Address Contact No.	Product Name (as per packaging)				Brand:
Address Contact No.	Product Size		Date & Place of Purchased:		
Address Contact No.	II. Details of Customer				
Contact No. (HP) (O) (H) Nationality Gender Male Female Gender Male Female 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? How was the product stored? Was the cap closed securedly and tightly after use? Yes No How was the product extracted from the Jar? Yes (Please specify carrier) In No How was the product extracted from the Jar? Yes (Please specify carrier) In No How was the product thandled and stored? Yes (Please specify carrier) In No Hand-carried Checked-in luggage Was the product transferred from one Jar / tube to another for travel purposes? Nes (Please specify carrier) 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 on and personal particulars, demographic information information for the purposes of investigating and analyzing your concerns, improving the safety of our products, analytics purposes, product exchange/refund 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, was described above, have been accomplished, and then your personal information will be acreated until the purposes of processing your personal information we hold about you, or to withdraw consent to the processing of your personal information, wo consens in the products and other rights as specified in our Privary Policy, which contains relevant information. You can also contact us using the contact information and other rights as specified in our Privary Policy, which contains relevant info	Name				
Nationality Gender Male Female Female Male Female	Address				
III. Details of Product Quality	Contact No.	(HP)	(O)		(H)
How soon after you purchased of product did you notice the changes? Hour (s)	Nationality			Gender	□ Male □ Female
Nas the cap closed securedly and tightly after use?	Hour (s)		=	Week (s)	Month (s)
How was the product extracted from the jar? Did you travel with the product? Yes (Please specify carrier) If yes, how was the product handled and stored? If yes, how was the product handled and stored? If yes (Please specify) 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 analyting 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 processin 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			- V-		n Ne
If yes, how was the product handled and stored? If yia 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 requestee 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 lock, by ticking and any proceeding with the questionnaire, you confirm that the information pro	Was the cap closed securedly and tightly after use	ť	□ Yes		□ NO
f via flight, how was the product handled? Hand-carried	How was the product extracted from the jar?		□ Spatula		□ Others
f via flight, how was the product handled?	Did you travel with the product?	□ Yes (Please	e specify carrier)		□ No
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"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, 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 which can be accessed by at www.esteelauder.com.sg/privacy. 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.	- V (Diana annifo)				□ No
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 processin 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.esteelauder.com.sg/privacy. 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.	"our") may collect your personal information includir details of product usage and reaction. By providing you information for the purposes of investigating and ana purposes and for complying with any legal obligations	ng but not limi our personal in alyzing your co os to report to	ited to your name, contact info nformation, you consent to the oncerns, improving the safety o local regulatory authorities. If	ormation and percentage collection of our products	personal particulars, demographic information, that information. We will process your persona s, analytics purposes, product exchange/refund
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.esteelauder.com.sg/privacy. 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.					ed above, have been accomplished, and then
the terms above.	of your personal information, and other rights as spe- complaints about our processing of your personal info using the contact information listed in the "How To C	cified in our Pormation, plean	rivacy Policy. If you would like ase refer to our Privacy Policy, ction in our Privacy Policy. By t	to exercise yo which contain icking the che	ur rights, or if you have any questions or is relevant information. You can also contact us ckbox below and proceeding with the
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