

DESCRIPTION DISPUTE RECORD

Used if the customer disputes how the car was described.

Important: This template is a general business record only and is not legal, tax, accounting or compliance advice. Adapt it for your process and have it checked by a qualified adviser before relying on it.

1. Vehicle / Customer / Core Details

Customer full name: _____	Vehicle registration: _____
Customer claim: _____	

2. Description, Checks and Disclosure Details

Date of complaint: _____	Description disputed: _____ _____
Advert copy reviewed: _____	Sales order reviewed: _____
Invoice reviewed: _____	Photos/videos reviewed: _____
Staff notes reviewed: _____ _____	
Outcome: _____ _____	

3. Approval, Acknowledgement and Signatures

Manager decision: _____	
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4. Office Use Only

Stock/deal file updated?: _____	Supporting documents attached?: _____
Reviewed by: _____	Date reviewed: _____