

# DESCRIPTION DISPUTE RECORD

UK garage / dealer vehicle description and disclosure record

**Important:** This template is a general business document for recording vehicle description, advert, disclosure and sale-file checks. It is not legal advice. Have it checked by a qualified solicitor or compliance adviser for your exact business, jurisdiction and sales process before relying on it.

## Form Purpose

Used if the customer disputes how the car was described.

## 1. Form Details

Customer full name:		Vehicle registration:	
Date of complaint:		Description disputed:	
Customer claim:		Advert copy reviewed:	
Sales order reviewed:		Invoice reviewed:	
Photos/videos reviewed:		Staff notes reviewed:	
Outcome:		Manager decision:	

Office notes / additional comments:

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