

MOON SKIN CUSTOMER COMPLAINT FORM

Dear Valued Customer,

To better improve our service quality and meet your needs, we have created this complaint form. Please tick the appropriate issues and briefly describe your dissatisfaction. We will handle it promptly and provide a satisfactory response.

1. Service-Related Issues

- ☐ Beautician had a poor attitude (e.g. lack of communication or interaction)
- ☐ Beautician lacked professional skills (e.g. did not clearly explain the treatment and risks)
- ☐ My opinions were not respected or consulted during the treatment
- ☐ Appointment was not on time or service was rushed
- ☐ Other (please describe): _____

2. Environment & Equipment Issues

- ☐ Clinic environment was not clean
- ☐ Treatment bed/chair was uncomfortable
- ☐ Equipment was used improperly or damaged
- ☐ Temperature/lighting/music was not suitable
- ☐ Other (please describe): _____

3. Product-Related Issues

- ☐ Skincare products caused discomfort (e.g. allergy, stinging)
- ☐ Product results did not meet my expectations (please describe): _____
- ☐ Product quality issues (e.g. damaged packaging, expired products)
- ☐ Other (please describe): _____

4. Pricing & Payment Issues

- ☐ Pricing was unclear or inconsistent with promotions
- ☐ Extra charges were not communicated in advance
- ☐ Inconvenient payment methods (e.g. certain payment types not supported)
- ☐ Other (please describe): _____

5. Promotions & Membership Issues

- ☐ Membership benefits were not delivered
- ☐ Promotional activities were not clearly explained
- ☐ Issues with top-ups or treatment packages
- ☐ Other (please describe): _____

6. Other Complaints

Please briefly describe your issue:

Your Contact Information (for follow-up)

Name: _____
Phone Number: _____
Date of Visit: _____
Treatment Received: _____

Follow-Up Preference

- ☐ I would like a staff member to contact me for a refund
- ☐ Feedback only, no need to contact me

Thank you for your feedback. We will respond within 48 hours and continue improving our service!