

# Incident and Refund Request

Customer and studio review form | Version 2026-07-19

Use this form for a firing incident, charge dispute, or refund request. Email a completed copy and supporting images to [support@monsoonfire.com](mailto:support@monsoonfire.com).

## Request details

|                            |  |
|----------------------------|--|
| Customer name              |  |
| Email                      |  |
| Ticket / invoice reference |  |
| Date work was picked up    |  |
| Type of request            |  |

## What happened

|                                           |  |
|-------------------------------------------|--|
| Affected pieces                           |  |
| Observed result or damage                 |  |
| Known clay / glaze / construction details |  |
| When and how the issue was discovered     |  |

## Evidence and requested resolution

- ☐ Photographs attached
- ☐ Invoice or payment reference attached
- ☐ Affected work retained for review when practical
- ☐ Material disclosure or product labels attached

|                      |  |
|----------------------|--|
| Resolution requested |  |
|----------------------|--|

Other context

|                             |  |
|-----------------------------|--|
| Additional customer context |  |
|-----------------------------|--|

Studio review (staff use)

|                               |  |
|-------------------------------|--|
| Cause finding                 |  |
| Kiln / load evidence reviewed |  |
| Billing hold or adjustment    |  |
| Decision and notice date      |  |

Responsibility is based on the cause and available evidence. Studio fault means no charge or an appropriate refund; normal firing variation and maker, material, clay, glaze, or construction causes remain billable.