

COMPLAINT FORM

COMPLAINT DATE:

YOUR CONTACT DETAILS:

.....
Your name and surname

.....
Email

.....
Address

.....
Telephone number

.....
Your bank account number if you wish to return the money

INFORMATION ABOUT THE PRODUCT

.....
Order number

.....
Product name

.....
Product ID

Defect description:

PREFERRED COMPLAINT METHOD

repair exchange for a new product refund*

..... % off the price + keep the product

*The customer has the right to withdraw from the contract only when repair or exchange for a new product is not possible.

Signature:

TO BE COMPLETED BY THE SELLER

Complaint taken over by:

Date of claim receipt:

Date of processing of the complaint:

Method of processing the complaint: