

COMPLAINT FORM

Please fill in the form legibly in block letters

1. CUSTOMER (BUYER) DETAILS

Full name:
Company name, VAT No.:
Full address:
Phone number:
Email address:

2. IDENTIFICATION OF THE COMPLAINED PRODUCT

Invoice number:
Product code:
Product name:
Quantity of the complained product:

3. DESCRIPTION OF DEFECTS/NON-CONFORMITY OF THE PRODUCT:

Reason for complaint:
Detailed description:
.....
.....

4. CUSTOMER (BUYER) REQUEST

- ☐ Replacement of the product with a new one*
☐ Free repair*
*mark as appropriate

5. OTHER STATEMENTS OF THE CUSTOMER (BUYER)

- The customer undertakes to send photographic documentation and a copy of the proof of purchase.
 - The customer declares that he/she accepts the method of notification about the complaint decision, as described below.
 - In the event that the complaint is not considered justified, the customer undertakes to:
 - ☐ Collect the complained product from the seller's warehouse*
 - ☐ Cover the cost of returning the complained product to the customer*
- *mark as appropriate