

COMPLAINT FORM

1. PERSONAL DATA

Name and Surname:

Address (street, number, post, place):

Telephone number:

E-mail address:

Bank account number:

Name of bank:

2. THE GOODS COMPLAINED OF

Order number:

Date of order:

Item number:

Quantity:

3. CAUSE OF THE COMPLAINT (tick as appropriate)

- wrong goods
- wrong quantity
- damaged goods
- quality complaint
- lost package

4. REASON FOR COMPLAINT (detailed description)

5. SOLUTION OF THE COMPLAINT

If the complaint is upheld, I would like to (tick as appropriate):

- refund
- a replacement for the same item (in case the seller can still provide it)
- rectification of the defect

SIGNATURE OF THE BUYER:

WARNING:

- In the event of a return, withdrawal or exchange, the buyer will be liable for the cost of the return;
- The buyer must return the product unused, undamaged and with the original declaration;
- If the product does not meet the return conditions, we reserve the right to compensation;
- Please attach a copy of the invoice to the form.