

Complaint protocol - description of defects

Buyer:

Name and surname:

Street and number:

City:

ZIP CODE:

Phone:

E-Mail:

Seller:

Business name:

Street and number:

City:

ZIP CODE:

Phone: E-

Mail: ID:

VAT NUMBER:

I hereby complain to you for the goods listed below with a description of the defect(s).

I purchased the goods via e-shop: Document

(invoice) number:

Complained goods:

Description of the defect, subject of the complaint:

of
the
day

Attachments:

☐ Complaint report
goods complained about ☐
copy of the proof of purchase
Other

I propose that my complaint be handled as follows:

☐ exchange of goods ☐ repair of goods ☐ refund ☐ a discount on the purchase price
☐ other: _____

IBAN and SWIFT:

V

on

signature

Seller's statement (to be completed by the seller):

Based on the above information, we have accepted your complaint. Your claim has been handled as follows:

☐ exchange of goods ☐ repair of goods ☐ refund ☐ discount on the purchase price
☐ other: _____ ☐ not accepted

on the basis of a written professional assessment / dated (or

other)

Notes/other:

The complaint was received on: _____ Complaint was processed* / rejected* on: _____

The complaint was handled by name and surname/phone contact/email: _____

If the complaint has been rejected, you can request a professional assessment at: _____

Claim number: _____ Date the result of the procedure was sent: _____

stamp and signature