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COMPLAINT FORM

To Be Completed by the Customer

Name and Address of the Buyer:	**Contact Person:** **Telephone:** **Mobile:** **E-mail:**
Return Address for Sending Back the Goods: (If the same as stated above, please leave blank!)	**Notes:**

Goods Subject to Complaint:

Date of Purchase/Order:
(Invoice issuance date)

Invoice/Sales Receipt Number:

Order Number (for e-shop purchases):

Detailed Description of the Complaint:

Proposed Method of Resolving the Complaint:	**YES**	**NO**
Deliver the goods		
Do not deliver the goods, issue a credit note only		
Exchange the goods		
Refund the purchase price		
Other		

Your Bank Account Number:
The purchase price **cannot be refunded at any of the Seller's premises or retail stores.**
If the **complaint is justified**, the **purchase price or part of it will be sent to the Buyer's account stated above.**

Bank Account Number	**Payment Reference Number**	**Notes:**

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To Be Completed by the Seller

The goods will be accepted for the complaint procedure under the following conditions:

1. When submitting a complaint, a copy of the tax document, invoice, or, where applicable, the delivery note issued upon the sale of the goods in question must be attached to this complaint form.
2. The goods must be handed over to the Seller for the complaint procedure in complete condition, in the original packaging or in packaging that provides sufficient protection for the goods during transport (the Customer is responsible for such packaging), at the Customer's expense.
3. When returning the goods, the Buyer is obliged to pack the goods in suitable packaging to prevent damage or destruction.
4. The goods must not have been mechanically damaged by the Customer. Any attempts by the Customer to repair the goods are not permitted and may be considered an unjustified complaint!
5. The Supplier undertakes to resolve the complaint in the Customer's favor as quickly as possible, and the goods will be ready for collection from the Supplier no later than 30 days after receipt. If the Customer submits incomplete goods for a complaint, the Supplier reserves the right to extend this period.
6. The person submitting the complaint acknowledges and agrees that costs associated with an unjustified complaint may be charged to them.

By signing this complaint form, the Buyer confirms that they have read the Terms and Conditions and agree to them in their entirety.

Date: _____ **Buyer's Signature**: _____

Date of Claim Receipt:

Complaint Handled by:

Seller's Statement:

Method of Resolving the Complaint:

Method of Resolving the Complaint:	YES	NO
Delivery of new goods		
The goods will not be delivered; credit note will be issued instead		
Exchange of the goods		
Another method of resolving the complaint		

Date: _____ **Seller's Signature**: _____