

Complaint protocol

Buyer:

Company:
Name and surname:
Street and number:
City:
Postcode:
Phone number:
E-Mail:

Delivery address:

Business name:
Street and number:
City:
Postcode:
Phone number:
E-Mail:

I hereby claim from you the goods listed below with a description of the defect.

I bought the goods:

Invoice number: date

Complained the goods

Defect description, subject complaints:

Attachments:

- ☐ claim protocol
☐ defective goods
☐ a copy of the proof of purchase

☐ other

I propose that my complaint be handled as follows:

☐ Exchange of goods ☐ Repair of goods ☐ Refund ☐ Discount from the purchase price ☐ Other: _____

In date

signature

Seller's statement (filled by the seller):

Based on the above information, we have accepted your claim for the goods. The claim you filed was handled as follows:

☐ Exchange of goods ☐ Repair of goods ☐ Refund ☐ Discount from the purchase price ☐ Other: _____

☐ Claim hasn't been accepted on the basis of a written expert assessment / from

Notes / other:

The complaint was delivered on: _____ The complaint was processed * / rejected * on: _____

Complaints handled by: name and surname / tel. contact / email: _____

Complaint number: _____ Date of sending results of the proceedings: _____

stamp and signature