

# COMPLAINT FORM

By providing your personal data you agree that they will be processed and used solely for the purposes of complaint procedure.

<b>SELLER</b>			
<b>BUYER</b>			
first name and surname			
address for deliveries			
e-mail address			
telephone			
<b>DETAILS OF THE CONTRACT OF SALE</b>			
order number			
contract date			
invoice/ receipt number and date (optional) or another proof of purchase			
<b>SUBJECT OF COMPLAINT</b>			
product description (e.g. type, model, symbol)			
product price			
<b>DEFECT DESCRIPTION</b>			
defect description			
date when defect found			
<b>BUYER'S CLAIM</b> (indicate)			
<b>A</b>	free of charge repair (removal of defect)		
<b>B</b>	free of charge exchange of the product for a new one		
<b>C</b>	price reduction	Sum of the price reduction	
<b>D</b>	cancellation of the contract and refund claim (buyer cannot cancel the contract if the defect is insignificant)		
<b>REFUND</b> (refers only to the claim to reduce the price or contract cancellation and refunds)			
Buyer's bank and account number			
Another method of refund			
<b>REMARKS</b>			
<b>DATE, PLACE AND SIGNATURE</b>			
place, date			
Buyer's signature			