

COMPLAINT PROTOCOL

1. Consumer Information

Name and Surname:

Address:

Phone:

E-mail:

2. Purchased Product Information

Product Name:

Product Code:

Order Number:

Order Date:

Date of Receipt:

3. Description of the Defect

Detailed description of the claimed defect (exact description of how the defect manifests):

.....

.....

Attached photos (if available):

Yes

No

4. Requested Method of Complaint Resolution

Product repair

Exchange for a new item

Discount from the price

Refund

5. Method of Refund (in case the complaint is accepted)

Bank transfer to IBAN:

Other method:

6. Consumer Signature

The consumer hereby confirms the accuracy of the information and hereby exercises the right to file a complaint.

Date:

Signature:

7. Seller's Response

Date of receiving the complaint:

Complaint resolved on:

Method of resolution:

Repair

Exchange

Discount

Refund

Other notes:

Seller's signature: