

COMPLAINT FORM

.....
City/Town, date

.....
Name and surname

.....
Address of residence

.....
Phone number

.....
E-mail

.....
Bank account number

CLAIM FORM	
PRODUCT NAME AND SYMBOL INDICATED ON THE WEBSITE OR PROOF OF PURCHASE	
RECEIPT NUMBER/INVOICE NUMBER OR ORDER NUMBER	
DATE OF PURCHASE	
FLAW DETECTION DATE	
DESCRPITION OF A DEFECT	

.....
Signature

In case of a justified complainment, a manufacturer reserves the rights to repair a flawed product in the first place. In case, when a repair of a product is not possible, the manufacturer is obliged to exchange a product for a new one or give a refund (e.g. because of an exhaustion of stocks or when a repair is not profitable).