

COMPLAINT REPORT

(to be completed by the Customer)

Firm/name and address of the Purchaser:

Contact person:

Phone/fax:

Mobile:

E-mail:

Notes:

Administrative Id. No.:

(and Tax Id. No.)

Return address for sending the goods:

(If the same as above, do not fill in!)

Claimed goods (subject matter of the Complaint):

Date of purchase:

(Invoice issue date)

Invoice Number:

Detailed description of the defect:

Method suggested for resolving the Complaint:

1. When exercising the rights from liability for defects, it is advisable to enclose the proof of purchase of the goods or the invoice, if issued, or another document proving the purchase of the goods.
2. When sending the goods, the Purchaser is obliged to pack the goods in suitable packaging so that they are not damaged or destroyed.
3. When claiming liability for defects, it is advisable to enclose a photograph of the defect or, if possible, of the damaged packaging.

Date: _____

Purchaser's signature: _____

(to be filled in by the Seller)

Date of receipt of the Complaint:

Complaint processed by:

Seller's statement:

Date:

Seller's signature: