

COMPLAINT FORM

CUSTOMER'S PERSONAL DETAILS Name:

Address: _____

E-mail: _____

Phone no.: _____

Bank account no.: _____

ITEM OF RETURN

Date of purchase: _____

Name of product : _____

Receipt/invoice no.: _____

Guarantee _____

certificate no.: _____

Product value: _____ EUR

THE GOODS MENTIONED ABOVE HAVE THE FOLLOWING DEFECTS:

date of defects noticing _____

CORRECTIVE ACTIONS/ CUSTOMER' DEMANDS

(____) exchange of a product into a flawless one

(____) repairing the product

(____) lowering the price

(____) termination of agreement

(customer's signature)

GENERAL TERMS AND CONDITIONS OF MAKING COMPLAINTS

1. The Seller is liable towards the Consumer if the Goods have a physical or legal defect (warranty), hence is contrary with agreement. Particularly, the product is contrary with agreement when:
 - a) the product does not conform with the properties a product of this kind should represent.
 - b) the product does not conform with all descriptions and specifications provided to the Customer by the Supplier.
 - c) the product cannot be used to the purpose the Customer intended it to be used and the Seller did not inform the Customer about this issue.
 - d) the product is incomplete.
2. The Seller is liable under the warranty if the physical defect is found before the expiration of two years from the date of releasing the Goods. The expiration date starts over if the product has been exchanged.

- a) The complaint shall be sent to the Seller in written form within a year since the date of noticing a defect. The Seller is obliged to cover delivery costs.
- b) The proportion of the decreased price to the contractual price should reflect the value of the thing with defect to the thing without defect.
- c) The Customer may withdraw from agreement, unless the Seller repairs or exchange the product without subjecting the Consumer to any inconveniences. The above restriction is not valid when the product has already been exchanged or repaired by the Seller. (Civil Code art. 560).
- d) The Seller is obliged to examine a complaint and inform the Customer about decision within 14 days since the arrival of a complaint. If the complaint is successful, the Goods should be returned to the Seller's mailing address or other address indicated by the Seller, together with completed exchange form, guarantee certificate and evidence of purchase (original receipt or invoice, copy of these documents shall also be accepted).
- e) The Seller is obliged to exchange or repair a faulty product and cover all the expenses related to it. Also, the Seller should exchange or repair the product as soon as possible, within 14 days.
- f) In case of any doubts concerning filling the Exchange form please contact the office, no. (check the call cost with your mobile network operator).

COMPLAINT DECISION NOTICES

Complaint has been accepted/discarded because of the following reasons:

Complaint arrival date:

Complaint Examiner:

Examination date:

Further proceedings (Information for the Customer):

(date, stamp, Seller's signature)