

Date………………

Name and surname………………………………………………………...

E-mail: …………………………..Telephone number: …………………...

**Order number:**………………….

**Complaint Form**

I hereby wish to lodge a complaint in regards to the contract of sale entered into on ………………… regarding the purchase of the following product(s)/item(s):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Name of the product/item | Description of the defect/ reason for the complaint | Quantity (pcs.) | Preferred form of complaint settlement\* |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |

\*.Please chose one:

1 – replace the product/item with a new and defect-free product

2 – free repair of the item/product

3 – refund for the product

4 – decrease of the product’s price by ………………..….
(in words:……………………………………………………………………………....………………….………..)

Should the item/product be impossible to replace or repair, please issue a refund for that product to the following bank account. / Please refund the amount resulting from the decrease of the product’s price to the following bank account\*\*

|  |  |
| --- | --- |
| Account Name |  |
| IBAN |  |
| SWIFT Code/ BIC Code |  |

\*\*.delete as appropriate

Address for the delivery of the product (*if it is different than the one provided in the original order*):

Name and surname…………………………………………..………… Street and house/flat number………………………………………………..
City……………………………………..Postal code………………Telephone number…………………………
E-mail……………………………

……………………………………

 (Customer’s signature)