



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)