Customer Complaint Form

Customer: **Seller:**

Full name: _____   Company name: _____

Address: _____   Address: _____

City: _____   City: _____

Postcode: _____   Postcode: _____

Phone number: _____   Phone number: _____

E-Mail: _____   E-Mail: _____

                                                                       ID: _____   Tax ID/VAT: _____

I hereby make a complaint about the following goods with a description of the defect / defects.

I bough a product through e-shop: _____

Document number (invoice): _____   date _____

Attachments:

Defective goods: _____
- [ ] complaint form
- [ ] defective goods
- [ ] copy of invoice

other

Description of the defect, the subject of the complaint: _____

- [ ] _____

I propose that my complaint be resolved as follows:

( ) exchange of goods   ( ) repair of goods   ( ) refund   ( ) discount   ( ) other: _____

IBAN and SWIFT: _____

In _____   date _____

_____
signature

Seller's response (filled in by the seller)

Based on the above information, we have received your complaint. Your complaint has been resolved as follows:

- [ ] exchange of goods
- [ ] repair of goods
- [ ] refund
- [ ] discount
- [ ] other: _____

- [ ] not accepted   on the basis of a written expert judgment / day (or other) _____

Notes / other:

_____

_____

_____

The complaint was received on: _____   The complaint was resolved* / declined* on: _____

The complaint was resolved by (full name/phone number/email): _____

If the complaint has been declined, contact for expert judgment is: _____

Complaint number: _____   Sending date of the result: _____

_____
stamp and signature