

Натasha Pavluchenko®

COMPLAINT FORM

(an example – a warranty-based complaint)

SELLER'S DATA		
CUSTOMER'S DATA		
Name and surname:		
Correspondence address:		
e-mail address:		
DATA RELATED TO THE SALES AGREEMENT		
Order number:		
Date of conclusion of the sales agreement:		
Number of VAT invoice/receipt and date of issue		
DETERMINATION OF THE CLAIMED GOODS		
Description of the goods (e.g. type, model – symbol)		
Price of the goods:		
IDENTIFICATION OF THE DEFECT		
Description of the defect		
Date of detection of the defect:		
CUSTOMER'S REQUEST (please indicate as appropriate)		
A	Free-of-charge repair of the goods (defect removal)	
B	Free-of-charge replacement of the goods	
C	Goods price reduction:	Price reduction amount:
D	Withdrawal from the agreement and request for money return (The Customer may not withdraw from the Agreement in the case of a minor defect)	
MONEY RETURN (this refers only to the request for reduction of the price of goods or the withdrawal from the agreement and request for money return)		
Name of the bank and Customer's bank account number:		
Other mode of money return:		
OTHER REMARKS OF THE CUSTOMER		
DATE, TOWN/CITY AND SIGNATURE OF THE CUSTOMER		
Town, date:		
Signature of the Customer(s) (only if the form is sent as a letter)		