

Complaint protocol

Buyer: _____

Seller: _____

Name and surname:
Adress and number:
City/State:
Postcode:
Phone:
E-mail:

Company name:
Adress and number:
City/State:
Postcode:
Phone:
E-mail:

Comp. Nr.:

Tax ID:

I hereby complain to you about the goods listed below with a description of the defect.
Pursuant to the law, please notify you of the result of the complaint within the statutory period - 30 days.
Otherwise, I will consider the claim for the goods to be justified.

I bought the product / purchased at: Day:

Number of dokument:

Reclaimed goods and number of product:

Description of the defect and the subject of the complaint:

Attachments for complaints:

- Complaint protokol
- Defective goods:
- Proof of purchase

Day: City:

Signature

Seller's statement:

Based on the above information, we have accepted your claim for the goods. In our opinion and the opinion of the competent authority your complaint WAS * - WASN'T * substantiated.

We suggest: _____

The complaint was settled on:

Complaint handled :

Signature and stamp