

COMPLAINT PROTOCOL

DR s.r.o., Uhřecká cesta 76, 958 03 Malé Uhřerce, IČO: 50 244 035

The buyer is obliged to send the claimed goods by registered mail with insurance at his own expense to the address: Dajana Rodriguez, Vítězná 181/42, 958 04 Partizánske – Veľké Bielice, Slovakia

Complainant:

Name and surname:

Street:

City:

ZIP:

Tel. No.:

Email:

Complained Goods:

Name of goods:

Date of purchase of goods:

Order number (if it was made on the e-shop):

Mandatory attachment (invoice/cash register):

Detailed description of the claim:

I propose that my complaint will be dealt with in the following way (exchange of goods, repair of goods, refund, discount from the purchase price, other):

In

Date:

Signature: _____

to be filled in by the buyer

Seller has taken over the complaint on

Signature: _____

to be filled in by the seller

Seller' statement:

Date of handling the complaint:

The complaint is: accepted rejected (justification is in the appendix to this document)

Complaint handling method:

- exchange for a new piece
- exchange for other goods (upon agreement)
- repair under warranty
- repair outside warranty for a fee (upon agreement)
- refund
- discount from the purchase price
- other

stamp and signature

to be filled in by the seller