

## Complaint form

**COMPLAINT SECTION: (to be completed by the customer)**

Company/name and address of the buyer: Mobile:  
E-mail:

Complaint goods (name):  
Date of purchase: Invoice number:  
(Date of invoice) (sales document)

Detailed description of the defect: \*

*\*) Please specify the defect in as much detail as possible, when it occurs, in which device and under what circumstances it occurs during use. This will significantly facilitate and shorten the entire process.*

The customer requests:  
Circle the selected option

repair                      a refund                      new goods

The goods will be accepted for the complaint procedure under the following conditions:

1. When claiming a warranty repair (replacement), a copy of the invoice or any other proof of purchase is an integral part of this complaint form.
2. The goods will be handed over to the supplier for the complaint procedure complete in their original packaging or packaging that will sufficiently protect the goods during transport (the customer is responsible for this packaging) at the customer's expense.
3. The supplier undertakes to settle the complaint in favour of the customer as soon as possible, no later than 30 days after receipt. If the customer submits incomplete goods for complaint, the supplier reserves the right to extend this period.
4. The claimant acknowledges and agrees that they may be charged for costs associated with the rejection of the claim.

The warranty claim may be invalidated if:

- The product was damaged during transport.
- The product was damaged by improper installation or handling.
- Defects have occurred due to normal use (wear and tear).
- The product was damaged by excessive loading or use.
- The product was damaged due to improper storage.

*By signing this complaint form, the buyer confirms that they have read and fully agree to the terms and conditions.*

Date: Buyer's signature:

**SERVICE SECTION: (to be completed by the seller)**

Date of repair acceptance: Warranty repair approved: YES / NO

Reason:

Settlement of complaint / repairs carried out:

Date of return to customer (handover):

Date: Seller's signature:  
or authorised service centre