



COMPLAINT FORM

Dear customer,

The product(s) you have complained over, will be expertly inspected. We will let you know if the complaint is accepted or rejected no later than 30 days after receiving the product and the complaint form. You can usually expect a decision on the complaint within 7 days.

Please note: If it turns out that there are no actual problems with the product, or if the problems are due to user error and not factory problems, we will charge you 30 EUR per hour for the time spent inspecting the product.

1. Customer data

Name and Surname: _____

Company (if you bought the product as a company): _____

E-mail: _____

Phone number: _____

2. Product

Type and name of the product: _____

Date of the purchase: _____ Invoice number: _____

Detailed description of the defect:

3. Your request

Product repair

Product exchange

Money refund

Bank Account Number or PayPal address: _____

Amount: _____

4. Additional comments (optional)

Date: _____ Signature: _____