

Complaint protocol

....., of 20.....

Return address for sending goods:

Reedog s.r.o.

Sedmidomky 459/8

101 00 Prague

Czech Republic

COMPLAINT PROTOCOL

CONTACT DETAILS:

Name and surname:

Address:

E-mail:

Phone number:

IBAN:

THE COMPLAINTED GOODS:

Purchase date:

Product Name:

Order Number:

Price of product: EUR

DEFECT DESCRIPTION (detailed description of how and when the defect appears):

When was the defect discovered?

A PROPOSAL OF HOW TO RESOLVE THE COMPLAINT:

(___) replacement with a new one,

(___) repair of goods,

(___) discount,

(___) return.

.....

.....

Signature

NOTIFICATION OF THE SELLER - DECISION ON THE COMPLAINT

The complaint was accepted / not accepted for the following reasons:

Date of receipt of complaint

Complaint handled by

Date of complaint.....

Further complaint procedure - information for the customer