



# COMPLAINT FORM

Please send us the damaged goods to Authentica Fulfillment, Prologis, Syrovice 688, DC1 sklad C, 664 67 Syrovice together with this completed form and a copy of the tax document (invoice). As soon as we receive the complaint, we will contact you by email. Subsequently, we will try to contact you as soon as possible regarding the result of the complaint. The legal deadline for settling a complaint is 30 days. But we will definitely be able to do it much faster.

Name and Surname: \_\_\_\_\_  
Phone number: \_\_\_\_\_ Email: \_\_\_\_\_  
Address: \_\_\_\_\_ Order or invoice number: \_\_\_\_\_

Description of defect: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check the preferred way of handling the complaint:

- I want to use the credit for another purchase.  
We will send you a code which you can use at our e-shop at any time.
- Exchange product for an identical replacement  
If the goods are still in stock, we will be happy to accommodate you. If there is no stock, we will contact you immediately.
- Exchange product for other goods

Name of the product	Price
<input type="checkbox"/> New goods : .....	.....
.....	.....
.....	.....

- I want to send any surplus credit to my account number: \_\_\_\_\_
- In case of unpaid balance, I want the new goods to be send to an address mentioned in this questionnaire and pay on delivery.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_