



## Claim Form

Customer name: .....

Address: .....

Phone No: .....

Email: .....

Delivery address: .....

Order No: .....

Bank account IBAN : .....

Bank Name and SWIFT code: .....

Name of claimed product: .....

Claim description: .....

.....

.....

.....

My suggestion of claim processing:

product exchange     money return     discount     removing the defect

### Claim processing (to be filled in by the seller):

Your complaint has been received and processed as follows:

product exchange     money return     discount     removing the defect

other                       claim has not been accepted

Complaint receipt date: .....

Complaint settlement date: .....

Claim handled by: .....

Send the goods to the address of the establishment:

Please attach a copy of the invoice and this complaint protocol to the shipment.

Date and signature of the customer: .....