COMPLAINT FORM

SELLER: Red Orchestra s.r.o., Magurská 13317/69, 974 11 Banská Bystrica, Slovakia

CUSTOMER:

Name and surname:

Address (street, number, city, ZIP code):

Phone number:

Email address:

COMPLAINTS ABOUT GOODS / SERVICES:

Invoice number, other proof of purchase:

Product name:

Purchase date:

Accessories:

Description of the issue / malfunction:

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I propose that my claim be processed in the following way:

- ☐ Goods exchange
- ☐ Goods repair
- ☐ Refund
- ☐ Discount from the purchase price
- ☐ Other

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In ..... on .....

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Signature of the customer

PROTOCOL ON COMPLAINT HANDLING

Seller's statement:

Date of acceptance: ..... Date of equipment: .....

Complaint:

- ☐ was acknowledged
- ☐ was not acknowledged

Method of handling the complaint:

- ☐ Repair:

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- ☐ Other:

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Stamp and signature of the seller