

Complaint Protocol No.: /to be completed by the Seller/

The Seller: Ing. Zlatica Tušková, Horné Saliby 908, 925 03 Horné Saliby, ID: 51226910

E-mail: info@zlatush.sk

a) The Buyer:.....

b) The claimed product:.....
.....
.....

c) Proof of purchase No.:..... **d) Date of purchase:**.....

e) Date of claim:.....

f) Defects claimed:
.....
.....

Consumer Advice: As stated in the Complaints Procedure, point 26.

g) The consumer has made a decision and exercises the right to: correct, timely and free removal of the flaw on the product, exchange of the product, replacement of part of the product, exchange of defective product for flawless product, cancellation of a purchase contract, a reasonable discount on the product price. /the consumer marks one of the options/

h) Determination of the method of settling the claim by the Seller: immediately, within 3 working days /this is a complex case/, at the latest within 30 days of lodging the complaint /complex technical evaluation of the product is required/

i) Complaint handling: immediately, complaint will be settled on:.....

Buyer:.....

Seller:.....

/signatures only in case of complaint by post/

j) Method of handling the complaint:

a written call for acceptance of the performance on.....

k) *Admitting of complaint: free removal of the flaw – repair, exchange of the product, replacement of part of the product, exchange of defective product for flawless product, cancellation of a purchase contract, a reasonable discount on the product price % in value of EUR,

l) * Complaint denied, reasons:.....

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Date of serving the complaint:

Buyer:.....

Seller:.....