

COMPLAINT FORM

drawn up on

PERSONAL DATA

Name and surname/company name
Address of domicile/address of company
Telephone
E-mail address

PURCHASE DATA

No. of agreement/order
No. of VAT invoice
Date of receipt of the goods

CLAIMED PRODUCT

No.	Products code	Name of the Product	Unit of measurement	Quantity

REPORTED DEFECTS

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The Buyer lodging a complaint uses the institution of:

- warranty
- implied warranty

The Buyer delivers the claimed product:

- personally to the service Spot in
location of the service spot
- through the courier company on address:

The Buyer will pick up the product:

- from the service Spot in
location of the service spot
- from the courier company which will deliver it to address:
 - identical to address of domicile
 - other
Name and surname of the person authorized to pick up repaired Product, zip code, location, street, no. of house/apartment

The Buyer chooses the following form of contact concerning complaint in question:

- letter
- e-mail message
- telephone

In case of non-recognition of the complaint Zepter will inform the Buyer about the following within 14 days from the day of receiving complaint application.

In case if Zepter recognizes the justness of complaint applied by the Buyer the term of settling the complaint is 21 days from the day of providing claimed Product to Zepter, unless the Parties set other rational term that won't cause excessive inconvenience for the Buyer.

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Readable signature of the Buyer