

Claim protocol - fault descriptions



Consumer:

First name and surname:

Street and number:

City:

Postcode:

E-mail:

Seller:

Business name:

Street and number:

City:

Postcode:

E-mail:

ID:

Tax ID/VAT ID:

I hereby claim the goods listed below and provide a description of the defect(s).

I purchased the goods via e-shop:

Document number (invoice): date

Claimed goods:

Description of error
the subject of the complaint:

Anhänge:

☐ Claim protocol

☐ Claimed goods

☐ Copy of proof of purchase/
warranty certificate

☐ Other

I request my claim, to be handled in the following way:

☐ Exchange of goods ☐ Repair of goods ☐ Other:

In date

Signature

Seller's statement (to be filled in by the seller):

Based on the above information, we have accepted your claim for goods. The claim you have submitted has been settled as follows:

☐ Exchange of goods ☐ Repair of goods ☐ Other:

☐ Not recognized

on the basis of a written expert judgment/of the day (or other)

Comments/other:

The claim has been received on the date:

The Claim has been settled on the date/Dismissed:

The claim has been handled by, name and surname/phone number/e-mail:

If a claim has not been recognized, you may contact us to request an expert judgment on:

With my signature I agree to the processing of my personal data and their inclusion in the database of iFix s.r.o. in accordance with Act No. 18/2018 Coll. on the protection of personal data.

Claim Number:



Stamp and Signature