

Consumer

Forename and Surname

Address and Number

City/Town

Postal Code

Phone Number

E-mail Address

Seller

Business name

Address and Number

City/Town

Postal Code

Phone Number

E-mail Address

ID  Tax ID / VAT ID

I hereby file a claim of the goods stated below and provide a description of the defect / defects.

I purchased the goods through your e-commerce website

Document Number (Invoice):  date

Claimed goods:

Description of the defect, matter of the claim:

**Attachments:**

- Claim protocol
- Claimed goods
- Copy of the purchase document/receipt
- Other  \_\_\_\_\_
- \_\_\_\_\_

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

- Exchange of goods
- Repair of goods
- Refund
- Discount from the purchase price
- 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
- Refund
- Discount from the purchase price
- 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: \_\_\_\_\_

Claim Number: \_\_\_\_\_