

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: