

**COMPLAINT PROTOCOL NO .....**

Created on ..... In relation to complaint notification no ..... dated .....

Name and surname of the Purchaser .....

Full Address \*.....

Telephone no \*.....

Date of supply of goods .....

Proof of purchase no..... Dated .....

Product .....Type .....

Price ..... Production Date .....

Other Characteristics.....

VAT Invoice number .....

Detailed description of nonconformity with the Agreement.....

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Purchaser's expectation:

- Free-of-charge replacement with a new product without undue delay \*\*
- Free-of-charge repair without undue delay

If replacement or repair are not possible, due to:

- inability to do so
- inability to repair or replace the goods in proper time
- repair or replacement would cause the Purchaser to suffer serious inconvenience of

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The Purchaser may request:

- Withdrawal from the agreement - reimbursement of the costs
- Decrease of the price paid, by .....

.....  
Seller's Signature

.....  
Buyer's Signature

Seller's Decision.....

Justification.....

.....

.....  
Place, date, Buyer's Signature

.....  
Seller's Signature

\* A Buyer who refuses to provide its address and phone number should file a statement that he or she will collect the Seller's answer by himself/herself and determine the date.

\*\* Possible extension of the term requires written justification and should be agreed with the Purchaser