

COMPLAINT FORM

BUYER FILL IN:

SELLER'S NAME: THE FIRMA 0.2 D.O.O. BEOGRAD-STARI GRAD		
BUYER'S NAME AND SURNAME:		
RESIDENTIAL ADDRESS:		
E-MAIL ADDRESS:		
ARTICLE CODE: (from the electronic invoice)		
COMPLAINT DESCRIPTION (with pictures):		
RETAIL PRICE:	WORN ON DATE:	BUYER'S SIGNATURE:
PURCHASE DATE:		

PAYMENT METHOD: (mark method)

<input type="checkbox"/> - PAYMENT CARD*	<input type="checkbox"/> - IN CASH
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*If the payment was made using a payment card VISA, MASTER CARD, MAESTRO, AMERICAN EXPRESS, DINACARD; state the information from the successful payment confirmation (TRANSACTION ID, PAYMENT ID, AUTH_CODE)

SELLER FILL IN

TYPE OF NON-COMFOMITY:
DECISION:
DATE:

WARNING

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REFERENCE:

1. Goods sent for complaint must be presented and packed in the same way as received. Otherwise, the complaint on goods will not be taken into consideration.
2. You can send us via e-mail complaint formula and photo of the goods. Our services are obliged to answer you in 48h.
3. You can find information about the resolving methods of the Complaint in the General Terms and Conditions.
4. In case the complaint is accepted and you need to send the complained goods, the complaint formula together with the photo, electronic invoice and the complained goods, it is necessary to do through the courier service that delivered the goods to you (Post of Serbia or DHL), at our expense.
5. You can get additional information by sending an email to the email address: info@marijatrlac.com