**COMPLAINT/RETURN FORM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Customer meets** | | | | | |
| **Name** | | **Surname** | | | **Address** |
|  | |  | | |  |
| **Post code** | | **Country** | | | **Contact telephone** |
|  | |  | | |  |
| **E-mail address** | | | | | |
|  | | | | | |
| **Description of the complaint/return (please state the reason for the complaint/return)** | | | | | |
|  | | | | | |
| **Specify what you want to do with the product you are advertising (mark with an X):** | | | | | |
|  | I want a replacement product | |  | I want a refund | |
| **Account number for refund \*** | | | | | |
|  | | | | | |
| **Bank name\*** | | | **Owner of the account\*** | | |
|  | | |  | | |

\* not necessary if the data is the same as on the order

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complainant Date

(an additional stamp if it is a company) (dd.mm.yyyy)