

Complaint protocol no./ to be filled in by the seller /

Seller: Slovak distribution, s. r. o., Doležalova 3424/15C 821 04 Bratislava, IČO 53 070 992, e- mail: info@zuvaj.sk

a) Buyer:.....

b) Goods under complaint:

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c) Proof of purchase no.:..... **d) Date of purchase of the product:**.....

e) Date of claim:.....

f) Complained defects:.....

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Lessons for consumers: Referred to in the Complaints Procedure, point 27.

g) The consumer has decided and claims the right to: ☐ Proper, timely and free of charge rectification of the defect, ☐ replacement of the product, ☐ replacement of a part of the product, ☐ replacement of the defective product with a product without defect, ☐ withdrawal from the purchase contract, ☐ reasonable discount on the price of the product. /the consumer shall indicate one of the above options /

h) Determining the manner in which the seller handles the complaint: ☐ immediately, ☐ within 3 working days /if it is a complex case/, ☐ no later than 30 days after the claim is made /complex technical assessment of the product is required/

i) Complaint handling: ☐ immediately, ☐ the claim will be settled on:.....

Buyer:.....

Seller:.....

/ signatures only in the case of claims by post /

j) Method of complaint handling:

☐ written invitation to take over performance on.....

k) *Recognized claims: ☐ free removal of the defect - repair, ☐ replacement of the product, ☐ replacement of the product part, ☐ replacement of the defective product with a faultless product, ☐ withdrawal from the purchase contract, ☐ reasonable discount from the product price.....% in value.....euros,

l) * Rejection of the claim, justification:

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Date of complaint settlement:.....

Seller:.....

Buyer:.....