

# COMPLAINT FORM

**SELLER: JASTA Slovakia, s.r.o., Orechová 5, 080 01 Prešov, Slovakia**

## CUSTOMMER:

Name and surname:

Address (street, number, city, ZIP code):

Phone number:

Email address:

## COMPLAINTS ABOUT GOODS / SERVICES:

Invoice number, other proof of purchase:

Product name:

Purchase date:

Accessories:

Description of the issue / malfunction:

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I propose that my claim be processed in the following way:

- Goods exchange
- Goods repair
- Refund
- Discount from the purchase price
- Other

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In ..... on .....

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Signature of the customer

# PROTOCOL ON COMPLAINT HANDLING

**Seller's statement:**

Date of acceptance: .....

Date of equipment: .....

**Complaint:**

- was acknowledged
- was not acknowledged

Method of handling the complaint:

Repair:

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Other:

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Stamp and signature of the seller