

RECLAMATION FORM

ORDER NUMBER: ORDER DATE:

INVOICE/RECEIPT NUMBER

NAME

ADDRESS:

.....

PHONE:

EMAIL:

Complaint Submission (Description of Defect).....

.....

.....

.....

In the event that repair or replacement of the item is not possible, please refund the value of the non-replaced items via bank transfer to my account.

Bank Name.....

Account number																				
---------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Statement of Claim Conditions

I declare that I have familiarized myself with the terms and conditions of the complaint as set out in the shop rules. The customer sends the complaint parcel at his/her own expense (if the complaint is accepted, the shipping cost will be refunded to the customer). Cash on delivery parcels will not be accepted.

In order for the complaint to be accepted, the product must be sent with a completed and signed complaint form and the fiscal receipt must be attached. If the complaint is accepted, the repaired or replaced product will be sent at Totu's expense. A product whose complaint is rejected will be sent back at the customer's expense.

.....

data and signature of the customer