**COMPLAINT REPORT**

|  |  |
| --- | --- |
| **(to be completed by the customer)**  **Company/name and address of the Buyer:**  **Company ID:** (and Company Tax ID)  **Return address for shipping goods:**  (Do not fill in, if it is the same as above!) | **Contact person:**  **Phone/fax:**  **Mobile phone:**  **E-mail:**  **Notes:** |

|  |
| --- |
| **Goods under complaint (indication of the type and name of the ready-to-wear product, or the type of knitted fabric, colour code, number of the dyeing quantity, indication of the piece number):**  **Date of purchase:** (Invoice date)  **Invoice number:**  **Delivery note number:** |

|  |
| --- |
| **Detailed description of the defect: \***  **Proposal of the solution of the complaint:**  **Remit any overpayment to the account (if you agree with the payment to a bank account):**  *\*) Specify the defect in as much detail as possible and how the defect manifests itself. This will significantly facilitate and shorten the entire process of the complaint handling.* |
| 1. When exercising the rights from liability for defects, it is necessary to enclose a proof of purchase of the goods or an invoice, if issued, or another document proving the purchase of goods.  2. When dispatching the goods, the Buyer is obliged to pack them in a suitable package to avoid their damage or destruction.  **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Buyer’s signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **(shall be completed by the Seller)**  **Date of receipt of the complaint:**  **Complaint handled by:**  **The Seller’s opinion:**  **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Seller’s signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |