

# murky

date .....

Consumer:

name and surname .....

address .....

.....

telephone .....

e-mail.....

## Complaint form

Information about the product:

product name .....

data and place of purchase .....

purchase document no ..... receipt/invoice\*

discovery date of defect .....

description of a defect / complaint cause

.....

.....

.....

demand of the consumer\*

A) free repair / replacement with a new one

B) price reduction of the paid price by the amount of ..... / full refund of the paid price \*\*

consumer's signature .....

\* circle the selected option

\*\* the seller may decline to a price reduction or money refund if promptly and without unreasonable inconvenience to the customer replaces the faulty product for a free of defects or removes defect of the product at issue (valid only for the first complaint)