

PRODUCT COMPLAINT FORM

for goods purchased at the online store store avecriviera.com

ATTENTION!

We do not accept cash-on-delivery parcels.

We do not collect return shipments from parcel lockers.

If the Seller does not respond to the Customer's request within **14 days**, this means that the Seller has accepted the Customer's complaint as justified.

Full name of the person submitting the complaint:
Street, house/apartment number:
Postal code and city:
Email address: **Phone number:**
Date of purchase: **Order number:**
Product name (model):
Size: **Color:** **Price:**

DESCRIPTION OF DEFECTS / NON-CONFORMITY OF THE PRODUCT WITH THE CONTRACT:

Reason for complaint:

Detailed description of the defect(s):

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Date the defect/non-conformity was noticed:

CUSTOMER'S REQUEST / EXPECTED ACTION:

(Please tick or mark as appropriate)

- Replacement of the product with a new one
- Free repair
- Price reduction by the amount of
- I declare that I withdraw from the sales contract and request a refund of the product price

(* delete as appropriate)

CUSTOMER'S (BUYER'S) BANK ACCOUNT DETAILS FOR POSSIBLE REFUND:

Bank name:

Account number:

If the bank account holder's details differ from those provided above, please fill in the following:

Full name:

Address:

Street, house/apartment number:

Postal code and city:

The Customer will be informed of the method of handling the complaint by **phone or email**.

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City and date, Customer's signature