

# Complaint protocol

## Buyers:

Name and surname*:	
Street and number*:	
The city*:	
Postcode*:	
Phone*:	
E-mail:	
ID:	VAT number:
VAT:	

Postcode: 911 01

Phone number: 0949 171 059

E-mail: info.monnalucia@gmail.com

ID: 40 816 052

VAT number: 1078475299

VAT:

On:

Defective goods:

Defect description, subject of complaint:

I hereby advertise the goods listed below with a description of the defects. The goods were purchased through the website:

Invoice number:

## Seller:

Name and surname: Salon Lucia
Street and number: Legionárska 622/10
City: Trenčín , Slovakia

Attachments:  complaint protocol  claimed goods  copy of proof of purchase  other

I suggest that my complaint be handled as follows:

by exchanging goods  by repairing goods  by returning money  by a discount on the purchase price

other: IBAN and SWIFT:

Done at ..... on ..... signature:

## Seller's statement (to be filled in by the seller)

The complaint you filed was handled as follows:

exchange of goods  repair of goods  refund  discount on the purchase price  other

was not recognized:

Based on a written expert assessment / from (or other)

Notes:

Complaint was delivered on: Complaint was settled / rejected on: Complaint handled (name, surname, phone number, e-mail)  
If the complaint was rejected, you can contact a professional assessment to: Complaint number: Date of sending the result of the proceedings:

Stamp and signature: