



Customer Complaint form

Date:

Customer: name:
address:
phone:
Contact person:

Supplier address: EDI media s.r.o.
Ždiarska 16
949 01 Nitra
Slovakia

Name of goods:

Serial number:

Date of purchase:

Invoice number:

Complaint details:
.....
.....
.....

Proposal for handling the complaint:
.....
.....

In case of refund, send the money to the account number (IBAN):/.....

Complaint form prepared by: **Signature and stamp:**

Send the goods to the address: EDI media s.r.o., Ždiarska 16, 949 01 Nitra, Slovensko

How to file a complaint:

The complaint procedure can be initiated only after filling in this form. Send the goods undamaged to the operating address - **not cash on delivery!** A copy of the invoice and warranty card must be included with the shipment. An exact description of faults and deficiencies must be provided with the complaint.

Goods sent by cash on delivery will not be accepted! Goods sent without a complaint form or with an unfilled complaint form will be returned at the customer's expense.



Date of receipt of the complaint:

Complaint received by:

- Claim solution:**
- Exchange of goods
 - Purchase price refund
 - Unrecognized claim

Date of handling the complaint:

Handled complaint taken by :