

## Complaint Protocol No .....

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Advertising, company name: .....  
Address: .....  
Contact number / E-Mail: .....  
Date of notice defects / discrepancies: ..... Date of filing the complaint: .....  
Date of transmission to the complaint:.....  
Name of product:.....  
Catalog Number: ..... Number of advertised items: .....  
Invoice number: ..... Date of purchase: .....  
Brand new / used \* Description of defects - the reason for the complaint:  
.....  
.....  
.....  
Date and method of settling the claim: .....  
.....  
.....

Signature examining the complaint : .....

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### General rules for dealing with complaints:

The term complaint stems from the provisions of the Civil Code and the Law on special conditions of consumer sales and in the case of a complaint submitted by a consumer is 14 days from the date of receipt of the complaint. In other cases, the date the complaint is 30 days, unless the law, the documents claim or guarantee document shows a different date the complaint.

I declare that I was informed that the deadline for consideration of the complaint depends on the speed of the Quality Control Department of the manufacturer and may be extended for a longer period than in accordance with the / w basis of legal or contractual, which accepts this.

Any additional claims must be notified when the complaint under pain of losing the rights to their investigation. I have been informed that the lack of a claim of additional existing on the date of notification of this complaint will result in denial of their consideration, which I accept this.

I agree to a longer term than the complaint resulting from w / in the legal basis or contractual arrangements if need be, and on the phone to inform me at the number indicated on the form of the outcome of the complaint.

I was informed that when they purchase a Tesam S.C. the general conditions of sale of the company Tesam S.C., which provisions, which are available in electronic or written retailer, read and accept their content.

Customer's signature .....

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