

# PRODUCT COMPLAINT FORM

You may use this form to make a complaint concerning defective goods. Use of the form is not required - a complaint may also be made by another provable method, for example by e-mail. A signature is not required to make a complaint; we recommend it for a paper version.

Seller: Barbora Pulpánová, Duhová 787, 463 42 Hodkovice nad Mohelkou, Company ID 04405668, VAT ID CZ9156082727, info@sweetenergy.cz, +420 607 253 790

## Customer and order details

|                                    |  |
|------------------------------------|--|
| Full name                          |  |
| Address                            |  |
| E-mail / telephone                 |  |
| Order number                       |  |
| Order date / date received         |  |
| Product complained about / variant |  |

## Description of the defect and when it appeared

## Requested method of resolving the complaint

Subject to the statutory conditions, you may in particular request repair or delivery of a new item free from defects; in cases provided for by law, you may also request a reasonable price reduction or withdraw from the agreement.

## Proof of purchase / attachments

Invoice, order number or other reliable proof.

|                                           |  |
|-------------------------------------------|--|
| Place and date                            |  |
| Signature (recommended for paper version) |  |

Consumer complaints are resolved without undue delay and no later than 30 days after they are made, unless we agree a longer period. We issue confirmation of receipt of the complaint and, after resolution, confirmation of the date and method of resolution.