

COMPLAINT RECEIPT CONFIRMATION

Customer information

Name and surname:

Telephone number:

Address:

Email:

Item details

Item ID

Date of purchase:

Price:

Bill/delivery note number:

Item size:

Item received date:

Complaint description

Customer confirms with their signature that they are aware and agree with the following:

- their personal data will be recorded and processed in accordance with the Law on Personal Data Protection, as well as that they are familiar with the content of General privacy rules published on the seller's website;
- the seller will deliver the complaint receipt confirmation to the consumer electronically to the e-mail address indicated above;
- the seller will deliver the decision, i.e., the response, to the customer complaint at the latest within 8 days from the day of receipt of the complaint, electronically to the e-mail address indicated above;
- in the case of a justified complaint, the deadline for resolving it is 15 days from the day the complaint is submitted;
- in the event of a justified complaint, they agree to resolve it in the manner of (circle one of the proposals below):

1.	Elimination of a defect in the product at the seller's expense;
2.	Exchange of a defective product for a new correct one;
3.	Price reduction while keeping the purchased goods;
4.	Termination of the contract - Refund of the paid purchase price with the obligation to return the goods to the seller;

NOTE

- 1) Print the complaint form, fill it out and sign it, then send it along with the product subject to complaint and proof of purchase to the Seller's address with the indication "complaint".
- 2) The product being complained about must be clean and the complaint form must be filled out legibly;
- 3) If the Consumer provides incorrect information during the complaint process and as a result, the Seller is unable to inform them of the response to the complaint or is unable to complete the complaint process within the legal deadline, the Seller will not be held responsible for exceeding the deadline;
- 4) In the event that the complaint is rejected as unfounded, the consumer has the option of out-of-court dispute resolution before competent out-of-court dispute resolution bodies, in accordance with Article 55, paragraph 12, and articles 149 to 169 of the Consumer Protection Act "Official Gazette of RS", no. 88/2021;
- 5) If the complaint is rejected as unfounded, the consumer will be sent the complained product by courier service to the address specified in the complaint form, at the consumer's expense. If the consumer does not pick up the item within 60 days from the date of receiving the notice of the complaint rejection, the Seller is authorized to dispose of the item which was not collected;
- 6) By signing the Complaint form, the Consumer has voluntarily given consent regarding the complaint process and authorizes the Seller to process all given data for the purpose of forming a record of received complaints, which is kept in accordance with Article 55, paragraph 6 of the Law. Necessary information may be disclosed/published only at the request of authorized persons of competent state authorities. The data provided by the Consumer in the complaint process is used solely for the purpose of realizing the right to complaint and fulfilling the obligations of the Seller and will not be used for other purposes or disclosed to unauthorized persons. The Consumer has all rights in accordance with the Law on Personal Data Protection.

By signing, I confirm the accuracy of all entered information, as well as all consents given in this complaint form, and declare that I have read and understood all the above information in full.

Customer signature

Complaint reception date: _____.

Signature of the person authorized to receive complaints