COMPLAINT PROTOCOL / CORRECTION PROTOCOL

Customer:		**Postal address for complaints/repairs**:**
Name and surname*:		**MRHYDRA s.r.o.** **P.O.BOX 33** **Šamorín 931 01** **Slovakia** **ID: 47055022** **VAT: 2023724780** **info@bondie.eu**
Street and number*:		
City*:		
Zip code*:		
Telephone number*:		
Email*:		

☐ I am complaining to you about the goods listed below with a description of the defect. In accordance with the law, I ask you to process my complaint within 30 days. Otherwise, I will consider the complaint to be justified.

Order number*:		**Invoice number*:**		
Goods were delivered on (day of receipt)*:			**Complaint No.*:**	

☐ I ask you to repair the goods. The description of the defect and the goods themselves are given below.

Name of goods on complaint/repair *:	
Description of defect, the subject of complaint	

Attachments:
☐ Complaint protocol
☐ Original Invoices
☐ Goods
☐ Complete accessories

In [city] on [date]:

Customer signature *

* marked fields are required
** This is the address to which the parcel must be sent. We will inform you of the physical receipt of the shipment and process your request promptly.

BONDIE

Complaint processing

Date of receipt of the request:

☐ Correction
☐ Replacement

Note:

Date of complaint settlement:

The complaint was handled by:

Signature and stamp: