

Complaint protocol No.: / to be filled in by the seller /

Seller: Miroslav Hagara (4x4 Parte), Banky 450, 972 25 Diviaky nad Nitricou, ID: SK51734079

e-mail: 4x4parte@4x4parte.com **Tel.:** +421 950 730 705

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c) Proof of purchase No: **d) Date of purchase of the product:**

e) Date of claim:

f) Complained defects
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Consumer instructions: Listed in the Complaints Procedure, point 27.

g) The consumer has decided and exercises the right to: proper, timely and free removal of the defect, replacement of the product, replacement of a product part, replacement of the defective product for faultless, cancellation of the purchase contract, reasonable discount on the product price. / the consumer indicates one of the following options /

h) Determination of the method of handling the complaint by the seller: immediately, within 3 working days / this is a complex case /, no later than 30 days from the complaint / a complex technical evaluation of the product is required /

i) Complaint handling: immediately, the complaint will be settled on:

Buyer: **Seller :**

/ signatures only in case of complaint by post /

j) Method of handling the complaint:

written invitation to take over the performance on

k) * Complaint recognized: free removal of the defect - repair, replacement of the product, replacement of the product part, replacement of the defective product with a perfect one, cancellation of the purchase contract, reasonable discount from the product price % in the value of eur,

l) * Complaint rejected, reasons:

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Complaint handling date:

Seller:.....

Buyers:.....