# **Complaint form**

(Fill in this form and send it back only if you want to claim the goods within the legal period. The form must be printed, signed and sent scanned to the e-mail address listed below, or inserted into a shipment with returned goods).

**Addressee (Seller):**

Internet shop: https://eshop.honnerdesign.com/

Company: Jiří Honner – Honner Design

Principal Office: Branišov 60, 373 84 Dubné

ID/VAT: 63901030 /CZ6606011203

E-mail: jirihonner@honnerdesign.com

**Consumer:**

Name and surname:

Address:

Phone and e-mail:

**Exercising the right from defective performance (complaint)**

To whom this may concern,

On…………………………….I placed an order (see the order below) …………………………………………………… in your shop. However, the product I bought shows the following defects: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….I request to solve this complaint in the following way: ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Date of order…………………../date of receipt……………………..**

1. **Order number:**
2. **I agree with the refund of money on the bank account No.: …………………………………………………….**
3. **Name and surname of the Buyer:**

**Buyer’s address:**

1. **E-mail:**
2. **Phone:**

In…………………………………………, date……………………… ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Consumer’s signature**