

Complaint protocol No.:...../to be completed by the seller/

Seller: Aktivstar s.r.o., Piaristická 276/46, 911 01 Trenčín, ID No.: 47 876 085

E-mail: info@aktivstar.eu

a) **Buyer:**

b) **Complained product:**

.....

c) **Proof of purchase no.:**

d) **Date of purchase of the product:**

e) **Date of claim:**

f) **Complained defects:**

.....

Consumer Instructions: Referred to in the Complaints Procedure, point 27.

g) **The consumer has decided and claims the right to:**

- ☐ proper, timely and free of charge rectification of the defect,
- ☐ replacement of the product,
- ☐ replacement of a product component,
- ☐ replacement of the defective product with a faultless one,
- ☐ cancellation of the purchase contract,
- ☐ a reasonable discount on the price of the product. /the consumer shall indicate one of the above options/

h) **Determination of the manner in which the complaint will be handled by the Seller:**

- ☐ immediately,
- ☐ within 3 working days/if it is a complex case/,
- ☐ no later than 30 days after the complaint has been made /complex technical evaluation of the product is required/

i) **Complaint handling:**

- ☐ immediately,
- ☐ the complaint will be processed on:

Buyer:..... **Seller:**.....

/signatures only in case of claim by post/

j) **Method of complaint handling:**

- ☐ written invitation to accept performance on:

k) ***Claimaccepted:**

- ☐ free of charge removal of the defect - repair,
- ☐ replacement of the product,
- ☐ replacement of a product component,
- ☐ Replacement of the defective product with a defect-free product,
- ☐ cancellation of the purchase contract,
- ☐ a reasonable discount on the price of the product% worth euros,

l) ***Reclamationrejected, reasons:**

.....

Date of complaint:.....

Seller: **Buyer:**