



NOVESTA®

COMPLAINT FORM

Please send a damaged item to our addresses:

RETURNING goods from EU countries: EXPANDECO - Topánky E-shop s.r.o, Fraňa Kráľa 16, 966 81 Žarnovica, Slovakia

RETURNING goods from Great Britain or Ireland: Zuzana Valla EXPANDECO - NOVESTA, 63B Hardinge Road, TN24 8HB Ashford, Kent, United Kingdom

RETURNING goods from the United States or Canada: IEM Management Ltd. (NOVESTA), 8145 - 202 Street, Langley, BC, V2Y 3K2 Canada, together with a copy of the invoice (tax document) and this filled-in claim form. Please submit only cleaned goods. Complaints will be provided without undue delay, no later than 30 calendar days after the date of application.

BUYER

(Please fill in everything in white)

Buyer's information

Order or invoice number:

First and Last name

Address (Street, ZIP, City, Country)

Phone

Email

Bankname (for transfer to your bank account):

IBAN (Account number in the form of an IBAN):

SWIFT/BIC

Complaint details

Name

Color

Size

Price

Description of the damage

Attachments

Complaint form

Invoice (copy of invoice)

Other

Date

Buyer's signature

E-SHOP

When did the complaint arrive?

Comments of complaints department

Result of the complaint

Date

Signature of seller