

NOVESTA®

COMPLAINT FORM

Please send a damaged item to our address: Topanky E-shop, s.r.o., Frana Krála 16, 966 81 Zarnovica, Slovakia 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 grey)

Buyer's information

Order or invoice number:

.....

Date of purchase:

.....

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

Product nr.	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?

.....

Result of the complaint:

.....

Comments of complaints department:

.....

Date:

.....

Signature of seller:

.....