**COMPLAINT REGISTRATION**

**Buyer:**

Name and Surname \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone and e-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Seller:**

Name: **FF Trader s.r.o.**

Business ID Number: 03136752.

Registered office: Vlkova 2725/34, Prague, 130 00

The company is registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 227963

**Defective goods:**

Goods labelling: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of sale: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tax document number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Defect description:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Package contents upon handover for complaint resolution:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_**

**Preferred way of complaint settlement:**

(For more information, see the Terms and Conditions in the Rights and Obligations in the Event of Defective Performance)

1. rectification
2. replacement
3. discount
4. withdrawal from contract

I expect a settlement of the complaint within 30 calendar days.

The Buyer hereby asks the Seller to issue a written confirmation of the complaint registration, stating the date when the complaint was filed, what its content is and what type of complaint settlement was selected. After settling the complaint, the Buyer asks the Seller to issue a written confirmation of the date and method of complaint settlement.

On \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Buyer's signature