



# GOODS COMPLAINT

## Customer

Name and surname

Address

Address

where to send repaired goods

Phone number

E-mail

Date of the order

Order number

## Claimed goods

SKU

or the exact title:

Description

of the defect/s

As a consumer you are required to prove the purchase of the goods by submitting an invoice, if any, in a sufficiently plausible manner.

The warranty does not cover damage caused by customer as well as the defects we have agreed with you, as seller and consumer, to reduce the price. The warranty does not cover normal wear and tear.

The complaint have to be lodged no later than the 24-month period. The complaint have to be applied immediately in order to avoid the extension of the defect and, as a consequence, to reject the complaint. By promptly announcing the defect after it appears, you can ensure that the complaint is handled smoothly.

Please send this **completed and signed form with the invoice** (a copy) to the address below. Send the goods in a secure package (preferably in the original packing) to avoid damage during transport. Do not send it by cash on delivery! We recommend insuring the shipment in case of loss.

**Shipping address:** ArmaPro s.r.o. , Husova 1955, 530 03 Pardubice, Czech Republic

In

Date

In

Date

Customer signature

ArmaPro s.r.o.