

FORM FOR CONSUMERS TO EXERCISE THEIR RIGHTS WHEN A PRODUCT IS DEFECTIVE

Account Information

Name and Surname: _____

Address: _____

Phone number: _____

E-mail: _____

Product information

Invoice number: _____

Order number: _____

Product name: _____

Description of the clerical error:

In case the in-kind error is justified, I want (circle and fill):

1. Refund (Please refund the refunded purchase price to the bank account: _____, which is opened with the bank _____)
2. Replacement for the same item (in case the provider is still able to provide it)
3. Correction of the error

Customer Signature

Place and Date

The Buyer may exercise his rights under the material defect if he notifies the Supplier of the defect within two months of the date on which the defect was discovered. The supplier shall not be liable for material defects in the goods which become apparent after two years have elapsed since the goods were delivered. If the existence of a defect in the goods or an irregularity in the performance of the service is not in dispute, the trader must comply with the consumer's request as soon as possible, but at the latest within eight days.

