**Complaints protocol: ......................../filled by the seller/**

Seller: JTECHNIK, Ltd., Poľnohospodárska street 322/20, 911 06 Trenčín, Slovakia,
CRN 47 013 770, TRN: 2023743865, VATIN: SK2023743865.
Email: info@tosspareparts.com

a) Buyer: Name, surname: ...............................................................

 Address: ...............................................................

 ...............................................................

 Contact: ...............................................................

b) Returned product: ............................................................................................................................................................................................................................................................................................................
......................................................................................................................................................

c) Proof of purchase: ............................................................................

d) Date of purchase: ............................................................................

e) Date of complaint submission: ............................................................................

f) Claimed defects:

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Instruction for the consumer: Stated in the complaints procedure, point 27.

g) The consumer has decided and exercises the right to:

☐ proper and timely removal of the defect free of charge

☐ product exchange

☐ product component replacement

☐ exchange of a defective product for a faultless one

☐ cancellation of the purchase contract

☐ a reasonable discount from the price of the product.

/the consumer selects one of the listed options/

Buyer: ............................................... Seller: .............................................

/signatures only for complaint by post/

h) Determination of the complaint's handling method by the seller:

 ☐ within 5 working days

 ☐ no later than 30 days from the submission of the complaint /a complex technical evaluation of the product is required/

i) Complaint's handling method:

j) \*Complaint acknowledged:

☐ product exchange

☐ product component replacement

☐ exchange of a defective product for a faultless one

☐ cancellation of the purchase contract

☐ a reasonable discount from the price of the product.........% worth...........eur

☐ written invitation to accept the settlement on ....................

k) \*Complaint rejected, reasons:

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......................................................................................................................................................

Date of handling the claim: ....................................................

Buyer: ............................................... Seller: .............................................

/signatures only for complaint by post/

Identification of the person for expert assessment of the product: .......................................

The consumer fills out the protocol in points a), b), c), d), e), f), g) and sends it by e-mail or delivers it in another way together with the claimed product to the seller.