

**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@tossrepairparts.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:

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

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:

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

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.