



Complaint date: ..... / ..... / .....

Date the error was detected: ..... / ..... / .....

Please fill in all items. The claimed product must be shipped in the unaltered state.

# COMPLAINT FORM

## CUSTOMER DATA

Name and surname

.....

Current shipping address

.....

Contact telephone number

.....

E-mail

.....

## INFORMATION ABOUT PRODUCT

Order number

.....

Product name

.....

Product ID

.....

Invoice number

.....

## ERROR / DAMAGE DESCRIPTION

.....

.....

.....

.....

.....

## HOW IT HAPPENED

during use       other .....

## REQUIRED METHOD OF RESOLVING A COMPLAINT

repair     exchange for a new product     cash refund       other .....

Please send the product together with the completed complaint form to the address: STAR FASHION s.r.o. , Framborská 12, 01001 Žilina. For security reasons, please send the package RECOMMENDED (with proof of shipment) or by courier service. If you have any within the complaints questions, please contact our customer support at +421 903 242 008

## COMPLAINT SOLUTION (to be filled in by STAR FASHION s.r.o.)

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