

**Complaint Form**



Product: \_\_\_\_\_  
(name, model)

Date of purchase: \_\_\_\_\_  
(invoice, please attach the bill to the form)

**Description of the product defect**

Please mark the reported defect in the checkboxes:

- Mechanical damage was noticed on the product
  - On the tempered steel plancha<sup>1</sup>
  - Scratched or damaged outer usable part <sup>2</sup> - which one?  
\_\_\_\_\_
  - A problem with matching elements - the product misses or moves against mechanically connected parts
  - Damaged, damaged granite <sup>3</sup>
  - Damaged hydraulic element <sup>4</sup> - which one?  
\_\_\_\_\_
  - Damaged wooden element <sup>4</sup> - which one?  
\_\_\_\_\_
- Color incompatibility<sup>5</sup>, shape, content in comparison to the description of the product, missing elements - which one? \_\_\_\_\_
- The product does not function properly - please enter the description below

**A detailed description of the defect, fault, claim or non-compliance**

*I hereby enclose the exact photographs (quantity) showing the defect, non-conformity, product defect.*

Number of attachments: \_\_\_\_\_

<sup>1</sup> Structural changes resulting from the manufacturing process of specialist steel are not a disadvantage  
<sup>2</sup> The disadvantage in all the cracks and damage on the outer parts, which significantly affect the attractiveness, will not be taken into account when they are not visible after placing the product and do not affect the functionality  
<sup>3</sup> Applies to products with granite  
<sup>4</sup> Applies to products with additional accessories or accessories only  
<sup>5</sup> Does not apply to the corten version - due to its natural diversity in color and structure

**Customer contact details:**

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*name, surname, address, e-mail or telephone number name, surname, address, e-mail or telephone number*

**Preferred form of complaint recognition:**

- Damage repair
- A new same model
- Replacement parts
- Reimbursement of purchase costs <sup>6</sup>

<sup>6</sup> Only in cases where:

1. Repair or replacement is impossible or involves excessive costs
2. The Seller has not replaced or repaired the parts within the agreed time limit

**Attention!**

*The complaint will not be considered if the description is not consistent with the photographic documentation, proof of purchase is not enclosed or the damage was reported after the warranty period, i.e. 2 years correctly from the date of purchase and if the complaint form is not filled in*

Date and signature of the Customer:

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**Investigation of complaints**

Decision (within no more than 30 days from the date of filing th

The complaint shall be considered:

- positively
- negatively

Reasons for the decision

Date and signature of the person responsible for handling the complaint:

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