



OZONEE.EU
ALPHA FASHION
ul. Naftowa 5
65-705 Zielona Góra
Poland

COMPLAINT FORM

Customer data (to be filled in by the customer)

User name: Order No.:
Bank account number (IBAN format):
First and last name: Postcode and city:
Street, house/apartment number:
Phone number: E-mail:

Product data (to be filled in by the customer)

Name (model):
Date of purchase: Date of filling in the complaint:
Date and circumstances in which the defect was found:
.....
Description of the defect / Reason for complaint:
.....
.....

General conditions for submitting complaints:

1. A complaint should be submitted in writing (complaint form filled in correctly) and sent together with the product to the following address:
ul. Naftowa 5, 65-705 Zielona Góra (POLAND).
2. The goods should be protected against damage during transport. We shall not be liable for defects arising during transport due to improper packaging of the goods for shipment
3. The complaint covers only defects caused by reasons inherent in the purchased product, provided that the product was used in accordance with its intended use
4. The seller undertakes to consider the complaint within 14 days of its receipt and inform the Buyer of the outcome of the complaint.

THE DECISION ON THE COMPLAINT

Date of receipt of the complaint: Date on which the complaint was considered:
Seller's decision:
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Seller's stamp and signature