



STITCHSPIDER
MÁRIA ERBENOVÁ

COMPLAINTS PROTOCOL

no.: /to be filled in by the seller/

**Seller: ZaZeZi s. r. o., Bakošova 4714/1, 841 03 Bratislava, Slovakia IČO: 46 125 329,
www.stitchspider.com, email: maria@stitchspider.com**

a) Consumer:

b) Product subject to complaint:

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c) Exchange receipt no.: **d) Product acquisition date:**

e) Date that the complaint was filed:

f) Claimed defects:

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Consumer guidance: Listed in the Complaints Policy, section 27.

g) The consumer has decided to exercise his right to: ☐ duly remedy of the defect, free of charge and in a timely manner, ☐ product replacement, ☐ replacement of product parts, ☐ replacement of the defective product for an operational one, ☐ withdrawal from the transaction contract, ☐ reasonable discount from the product's price. /the consumer is to mark one of the listed options/

h) Appointing the means of settling the complaint by the seller: ☐ immediately, ☐ within 3 working days /the case is complicated/, ☐ no later than 30 days from the date that the complaint was filed /the case requires a complicated evaluation of the product/

i) Complaint resolution: ☐ immediately, ☐ the complaint will be resolved on:

Consumer:

Seller:

/signatures are required only in case the complaint is filed by post/

j) Means of resolving the complaint:

☐ written appeal to claim the settlement on:

k)*Complaint accepted: ☐ remedy to the defect free of charge - repair, ☐ product replacement, ☐ replacement of product parts, ☐ replacement of the defective product for an operational one, ☐ withdrawal from the transaction contract, ☐ reasonable discount from the product's price% in the amount.....EUR,

l)*Complaint rejected, reasoning:

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Date of resolving the complaint:

Seller:

Consumer: