

**Complaint protocol No.:** ..... / to be filled in by the seller /

**Seller:** Tomáš Zúbrik, Jiráskova 400/23, 965 01 Žiar nad Hronom, ID: 48108987

**e-mail:** info@tomweb.sk

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**c) Proof of purchase No:** ..... **d) Date of purchase of the product:** .....

**e) Date of claim:** .....

**f) Complained defects** .....

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**Consumer instructions:** Listed in the Complaints Procedure, point 27.

**g) The consumer has decided and exercises the right to:**  proper, timely and free removal of the defect,  replacement of the product,  replacement of a product part,  replacement of the defective product for faultless,  cancellation of the purchase contract,  reasonable discount on the product price. / the consumer indicates one of the following options /

**h) Determination of the method of handling the complaint by the seller:**  immediately,  within 3 working days / this is a complex case /,  no later than 30 days from the complaint / a complex technical evaluation of the product is required /

**i) Complaint handling:**  immediately,  the complaint will be settled on: .....

**Buyer:** ..... **Seller :** .....

/ signatures only in case of complaint by post /

**j) Method of handling the complaint:**

written invitation to take over the performance on .....

**k) \* Complaint recognized:**  free removal of the defect - repair,  replacement of the product,  replacement of the product part,  replacement of the defective product with a perfect one,  cancellation of the purchase contract,  reasonable discount from the product price ..... % in the value of ..... eur,

**l) \* Complaint rejected, reasons:**

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**Complaint handling date:** .....

**Seller:**.....

**Buyers:**.....