

# SENSETIO COMPLAINT PROTOCOL

(filled in by the customer)

**Buyer's company/name and address:**

**Name and surname:**

**Mobile:**

**E-mail:**

**CIN/TIN:**

**Notes:**

**Return address for sending goods:**

(If it is the same as above, do not fill in!)

**Claimed goods:**

**Purchase date:**

(Invoice date)

**Invoice number:**

**Detailed description of the defect:**

**Suggested method of resolving the complaint:**

1. When exercising rights from liability for defects, it is advisable to attach a proof of purchase of the goods or an invoice, if it was issued, or another document proving the purchase of the goods.
2. When sending the goods, the buyer is obliged to pack the goods in suitable packaging so that they are not damaged or destroyed.

**Date:** \_\_\_\_\_

**Buyer's signature:** \_\_\_\_\_

**(to be completed by the seller)**

**Date of claim receipt:**

**The complaint is handled by:**

**Seller's statement:**

**Date:**

**Signature of the seller :**