



## CUSTOMER CLAIMS FORM

Purchases made on the website/online store: grubin.rs

### CUSTOMER DATA

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Name and surname:

Address:

Contact number:

E-Mail address

### INFORMATION ABOUT THE GOODS

Code of the article to which the complaint refers:

Date of order confirmation:

Date of delivery:

### DESCRIPTION OF INADEQUACIES/ DEFECTS

Item price:

Worn for:

days

Account number:

Date of form submission:

Signature:

### DECISION OF THE COMPLAINTS COMMISSION:

Error type:

Decision:

Date:

Signature:

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### PLEASE NOTE

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1. The product that is sent for a complaint must be clean, packed in a box, and the reported error must be marked. Unclean and/or dirty products will not be taken into consideration.
2. The request form should be printed, filled in and signed. Send the request together with the advertised goods and the invoice to the address: GRUBIN EXPORT-IMPORT D.O.O. Complaints Department, Tajovskog 4, 22300 Stara Pazova.
3. The response to the complaint will be sent to the customer no later than within 8 working days from the date of receipt of the complaint.
4. Data privacy statement: the data you provide in this form is used to record changes in sales. The seller will not store or use it for other purposes.