

MIASMI

PRODUCT COMPLAINT FORM

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I am reporting a defect in the goods listed below. Use of this form is optional.

CUSTOMER DETAILS

Full name: _____

Address: _____

Email / phone: _____

ORDER DETAILS

Order / purchase document number (if available): _____

Date the goods were received: _____

Date the defect was noticed: _____

GOODS CONCERNED

Product name, size / variant and quantity

DESCRIPTION OF THE DEFECT

Describe the defect and when or under what circumstances it occurs. You may attach photographs.

REQUESTED REMEDY

State the remedy you request, such as repair or replacement, or a price reduction or refund where the conditions for these remedies are met. Your statutory rights remain unaffected.

Date of complaint: _____

Signature (only for a paper submission): _____

You may also report a defect without this form at reklamacie@miasmi.sk. Other appropriate evidence of purchase may be provided instead of an invoice. Please contact us to arrange the procedure before sending the goods. This form is for faulty goods, not ordinary returns of non-faulty goods.