

**RECLAMATION FORM**

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(year) (month) (day)

1.	<b>Complainant</b>	
	Date of Submission:	
	Company's name:	
	Contact person:	
	Telephone:	
	E-mail:	
	Remarks:	
	<b>Object of complaint</b>	
	Name of product:	
	Product VIN number:	
	Quantity:	
	Date of product purchase:	
	Date when the fault was noticed:	
	2.	Detailed description of the error:
3.	Expected cause of the complaint:	

4.	Added photos (digital):     
5.	Submitted claim:          

Complaint handling procedure:

- The reclamation form must be sent with explanatory photos to the seller's e-mail no later than 3 days after discovery of the error.
- The manufacturer gives an answer to the complaint withing 5 working days.
- When the error is justified, it will be eliminated by the manufacturer or the local distributor in the country of location.
- The parts removed during the warranty repair must be sent to the manufacturer for examination.
- The cases listed in the warranty conditions are not covered by the warranty.
- Damages caused during the transport must be fixed before unloading. After unloading, responsibility for the condition of the products passes on to the reseller.