

Customer complaint form

1. Customer details

Title (Mr, Mrs, etc) Name and surname

Street address, City, ZIP, Country

Mobile telephone number

Email address

IBAN:

Date/Customer signature

2. Seller/Online store details

Name

Address

Mobile telephone number, Email address

3. Details of goods supplied to the customer

Date of purchase

Order/Invoice number

Goods description (Name, size,...)

Details of what the customer complaint is:

4. Seller's statement

Claim received

Claim completed/disclaimed

Way of solution:

Exchange

Repair

Refund

Additional discount

Other:

Disclaimed

The complaint was handled by:

Claim no.

Stamp and signature
