# COMPLAINT FORM

Fill in and send together with the goods

**ETERNITY & SPARK, s.r.o.**
Marček 80, 013 32 Svederník, Slovenská republika

## Order Information

**Order Number:** ..

**Order Date:** ..

## Customer Information

**Name and Surname:** ..

**Address:** ..

**Email:** ..

**Phone:** ..

## Complained Products

| ✓ | Product | Qty | Price |
|---|---|---|---|
| ☐ | | | |
| ☐ | | | |
| ☐ | | | |

## Defect Description

*Please describe the defect in detail:*

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## Complaint Type

☐ Manufacturing defect ☐ Mechanical damage during delivery ☐ Missing accessories ☐ Wrong product ☐ Other:

## Requested Resolution

☐ Repair the product ☐ Replace with new product ☐ Money refund ☐ Price reduction

## Bank Account for Refund

*Fill in case of money refund request:*

**IBAN:**

**Bank Name:**

I declare that all information provided is true and the product was used according to the instructions. The complaint will be resolved no later than 30 days from the day the defect was notified.

Date

Customer Signature

**Send the product to address:**

ETERNITY & SPARK, s.r.o. Marček 80 013 32 Svederník Slovenská republika

**Do not send COD - such packages will not be accepted!**

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The complaint will be resolved no later than 30 days from the day the defect was notified, unless a longer period is justified by an objective reason beyond the seller's control. The warranty period is 24 months from receipt of the goods.