

# Warranty claim form – SpiritCheer.cz

## Complaint part (customer details)

Customer Name:

Contact address:

Contact Name:

Contact phone:

E-mail:

Product (model, size):

Purchase date:

(Invoice date)

Invoice number or order number:

This is the 1st / 2nd / 3rd claim (circle the correct option)

Reason for warranty claim: \*

*\* Describe the defect in as much detail as possible, when and under what circumstances it has occurred during use. This way, you will significantly simplify and shorten the entire settlement process.*

### The item(s) will be accepted for the complaint procedure under the following conditions:

1. The items will be handed over to the supplier for the claims procedure clean and complete, in the original packaging or packaging that will sufficiently protect the item(s) during transport (the customer is responsible for this packaging), at the customer's expense.
2. The item(s) must not be mechanically damaged by the customer. Attempts by the customer to repair the item(s) are inadmissible and may be viewed as an unauthorized claim!
3. The supplier undertakes to handle the claim in favour of the customer as soon as possible, and the item(s) will be ready for collection at the supplier within 30 days of receipt at the latest. If the customer hands over the incomplete item(s) for a claim, the supplier reserves the right to extend this time.
4. The claimant acknowledges and agrees that he may be charged costs associated with an unauthorized claim.

*By signing this complaint protocol, the buyer confirms that he has familiarized himself with the terms and conditions and that he agrees with them in full.*

Date: \_\_\_\_\_

Customer signature: \_\_\_\_\_

## Warranty claim decision

Claim receipt date:

Complaint accepted / not accepted

Method of handling the complaint:

Date of dispatch / refund:

Date: \_\_\_\_\_

Retailer signature: \_\_\_\_\_