

COMPLAINT FORM

ORDER NUMBER _____

INFORMATION ABOUT THE BUYER

Name (company name) _____

Address _____

Telephone _____

E-mail address _____

ITEMS

SKU	Description	Quantity

Reason for complaint (please mark only one reason):

- Products that are not received or are significantly not as described
- Hidden defects
- Delayed delivery
- Other

Comments:

In the case of a justified complaint, the BUYER shall have the right to request that products be repaired or replaced, the price be reduced, or that they receive a refund.

Please mark the selected option:

- the SELLER is to rectify the defect or deliver another item that does not have the defect (performance of contract),
- the purchase money is to be reduced,
- I withdraw from the contract.

Money refund by bank transfer to:

Name of the bank

Bank account number

Bank account holder

Please send the necessary documentation, such as the commercial invoice, photos, delivery confirmation and a completed standard complaint form, to webshop@ravnesystems.com.

Date: _____

BUYER's signature: _____

IMPORTANT NOTES:

- **If the BUYER withdraws from the agreement, the SELLER shall repay all payments received from the BUYER up until that time, within a maximum of 14 calendar days of the date on which the BUYER notified the SELLER of their decision to withdraw from the agreement. For sales agreements, the SELLER can delay reimbursement until all the Products have been returned, or until the BUYER has demonstrated that they have sent the Products back, whichever is earliest.**
- **In any case, the BUYER will not be charged for any additional costs in connection with such repayment. If the BUYER's complaint is justified, the SELLER is obliged to refund freight costs to the BUYER.**
- **The Internet Sales Terms and Conditions are published in the "Online Sales" section in the Webshop, www.sij.ravneknives.com.**