

COMPLAINT FORM

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:

SIJ RAVNE SYSTEMS družba za proizvodnjo industrijske opreme in storitve d.o.o. • address | naslov: Koroška cesta 14, SI–2390 Ravne na Koroškem, Slovenia, EU vat no. | id za ddv: 75949504, vat–registered person | zavezanci za ddv • company no. | matična št.: 1367439000 bank account and bank | trr in banka: SI56 0487 000 0887 250, NKBM, d.d. in SI56 0510 0801 0685 997, ABANKA, d.d. • share capital | osnovni kapital: 4.000.000,00 € registration body: The District Court of Slovenj Gradec, Entry Sequence Number: 10977900 | registrski organ: Okrožno sodišče v Slovenj Gradcu, št. reg. vpisa: 10977900



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 <u>webshop@ravnesystems.com</u>.

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.

