

COMPLAINT SHEET

Store name: Cu Blue online shop

Seller: EUCOM Ltd. production, trade and services company, 11070 New Belgrade, Milutin Milankovic 25v, company number: 17168444, VAT number: 100388376

Receipt of complaint acknowledgement: _____

Consumer name and surname: _____

Consumer phone number: _____

Consumer address: _____

Consumer e-mail address: _____

Purchase order number: _____

Goods name:	Goods mars:
Bill number:	Product price:
Date of purchase:	Date of receiving the complaint:
Complaint description:	

The consumer confirms with his signature:

I To agrees that the seller submits the Decision on the submitted complaint to him (*enter the data on the selected method of submitting the Decision to the submitted complaint*):

1. Electronically to the e-mail address: _____
2. By post to the address: _____

II To agrees that in the case of a justified complaint, his request is (*circle the selected method of resolving the complaint*):

1. replacement of defective goods with new correct goods
2. reduction, ie correction of the price of goods;
3. termination of the agreement and refund of the amount paid for the goods with the obligation of the consumer to return the goods or the right of the seller to keep the goods.

III To agrees that in case of a justified complaint, the agreed deadline for fulfilling the request from the complaint will be 15 days from the day of filing the complaint.

IV That he is acquainted with the Information on the processing of personal data in accordance with the Law on Personal Data Protection located on the seller's website <https://www.cu-blue-lamps.rs> and to give consent to the seller with his signature on this complaint sheet to process his personal data, namely: name and surname, phone number, address and e-mail address for the purpose of resolving the complaint submitted for the purchased product from the seller.

Agree with the entered data - signature of the consumer	Signature of the person authorized to receive complaints and seal
_____	_____

NOTE TO THE CONSUMER:

Receipt confirmation of the complaint is delivered to the consumer at his specified e-mail address.

1. The seller is obliged to respond to the consumer's complaint within eight days from the day of receiving the complaint.
2. The complained mistake or defect in the goods must be clearly described.
3. When filing a complaint, it is necessary to enclose an bill for inspection or other proof of purchase (copy of bill, etc.).
4. When filing a complaint, the consumer is obliged to deliver the goods to the seller to the seller's address.
5. In the event that the complaint is rejected as unfounded, the consumer is obliged to take over the complained goods from the courier service.
6. If the consumer refuses to accept the goods for which the complaint is not accepted, the seller is no longer obliged to try delivery.