

Complaint protocol no.: / to be filled in by the seller /

Seller: Escape online s. r. o., Boženy Němcovej 2643 093 01 Vranov nad Topľou, ID 53 467 159, e-mail: info@escapeonline.sk

a) Buyer:.....

b) Complained product :
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c) Proof of purchase No : d) Date of purchase of the product :

e) Date of claim :

f) Complained defects.....
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Consumer instruction: Listed in the Return Policy, point 27.

g) **The consumer has decided and exercises the right to** : properly, timely and free removal of the defect, product replacement, replacement of a product part, replacement of the defective product for faultless, cancellation of the purchase contract, reasonable discount on the product price. / the consumer marks one of the following options /

h) **Determination of the method of handling the complaint by the seller** : immediately, within 3 working days / this is a complex case /, no later than 30 days from the complaint / a complex technical evaluation of the product is required /

i) **Complaint handling** : immediately, the complaint will be settled on:

Buyer :

Seller :

/ signatures only in case of complaint by post /

j) **Method of handling the complaint:**

written invitation to take over the performance on day

k) * Complaint recognized: free removal of the defect - repair, product replacement , replacement of the product part, replacement of the defective product with a faultless one, cancellation of the purchase contract, reasonable discount from the product price % in the value of eur,

l) * Complaint rejected, reasons:

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Complaint handling date :

Seller :

Buyer:.....