



Beorol HU Kft.
Cinkotai út. 32, XVII, 1172 Budapest
tel/fax: +36 1 253 0077
e-mail: beorolshop@beorol.com
www.beorol.com

COMPLAINT SHEET NUMBER: _____

**TO BE COMPLETED BY THE
CUSTOMER:**

Customer name:

Address:

--	--

Phone:

E-mail:

--	--

Article codes (copy from the invoice):

Date of purchase (invoice):

--	--

Customer statement - Describe the reason for the complaint:

--

Customer's request in case the complaint is accepted (circle the selected item):

1. 1. to replace the product with the same product 2. 2. to replace the product with another product 3. 3. refund	Comments:
-------------------------------------------------------------------------------------------------------------------------	-----------

The buyer confirms with his signature:

- That he agrees that the date when Beorol HU Kft. Hungary received a registered item or a complaint
- That he agrees that Beorol HU Kft. Hungary delivers the decision on the submitted complaint electronically to his E-mail address, within the legal deadline of 8 days from the date of receipt
- That he agrees that in the case of a justified complaint, the agreed deadline for fulfilling the request from the complaint will be 15 days from the date of receipt of the complaint

Customer's signature: _____

COMPLETED BY SELLER:

Date of receipt of the complaint: _____ Stamp and signature of the seller: _____

STATEMENT ON THE SUBMITTED COMPLAINT WITH THE PROPOSAL OF ITS RESOLUTION

--

Date: _____

Signature of the commission

--	--

Remarks:

1. 1. The product sent for complaint must be clean, with a properly completed complaint sheet and packed invoice or other proof of purchase. 2. 2. In case the previous conditions are not met, the complaint will not be taken into consideration. 3. 3. The seller is obliged to respond to the buyer's electronic complaint electronically within 8 days from the day of receipt of the complaint. The seller's response must include a decision on whether or not to accept the complaint. 4. 4. In the event that the complaint is rejected as unfounded, the customer returns the complained product to the address specified in the complaint list. If the consumer does not take over the complained product within 30 days from the day of receipt of the notice of rejection of the complaint, the seller is authorized to dispose of the complained product.
