

Buyer:

Name and surname:	
Residence:	
Address for possible return of goods (only if different from residence):	
Email from which the goods were ordered:	
Telephone number:	
Bank account number (if the purchase price will be refunded by electronic payment):	

You can send the complaint form to the e-mail address complaints@expressa.eu, or to the registered office address: **Expressa s.r.o.**, Obchodno-výstavný objekt B, Devínska Nová Ves 7465 Bratislava - mestská časť Devínska Nová Ves 841 07, Slovak Republic , or you can contact our customer support at **+421 221 023 233** (every working day from 9:00 to 16:00), which will agree on further steps with you. **After submitting a complaint, please wait for our response and do not send the goods back to us. In most cases, we can resolve complaints without the need to send the shipment back to our address by reprinting a new one.**

COMPLAINTS FORM

Goods identification:	
Purchase date:	
Order number/Purchasing document number (e.g. invoice):	
Detailed description of the problem/defect in your own words:	

Photo documentation of the defect:	
Selected method of handling the complaint: Please note that you primarily have the right to have the defect removed, if this is reasonable given the defect and your situation (repair of the item , or delivery of the missing part or delivery of a new item). If you choose, for example, to withdraw from the purchase contract, this right may not always apply to you and we will ask you to complete the method of handling the complaint.	<input type="checkbox"/> repair of things; <input type="checkbox"/> delivery of a new item/missing part ; <input type="checkbox"/> discount on the purchase price ; or <input type="checkbox"/> Withdrawal from the contract and refund of the purchase price

Customer information:

- The exercise of the customer's right to request **the removal of the defect (repair of the item, delivery of a new item or delivery of a missing part)** should not pose significant difficulties for the seller, or should not be an unreasonable request with regard to the value of the goods and the significance of the defect.
- The customer's right to request **withdrawal from the contract and refund of the purchase price** or request **a discount on the purchase price** may be exercised if the defect in the goods constitutes a material breach of the purchase contract (we do not repair or replace the item; we do not repair or replace the item in accordance with the law; we refuse to remove the defect; the item has the same defect despite repair or replacement of the item; the defect is so serious that it justifies an immediate reduction of the purchase price or withdrawal from the purchase contract; or we declare or it is obvious from the circumstances that we will not remove the defect within a reasonable time or without causing serious inconvenience to the buyer).
- **The purchase price** is normally refunded in the same way as it was paid by you. It is possible to refund the purchase price in another way, but only if you agree to this and it does not cause you any additional costs.

Date:	Buyer's signature:
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To be filled in by the seller:

Seller:

www.expresta.eu

Expresta s.r.o.,

ID: 43 954 782 ,

VAT number: SK2022532600 ,

with registered office Obchodno-výstavný objekt B, Devínska Nová Ves 7465, Bratislava 841 07, Slovak Republic

Date of receipt of complaint:	
Authorized person to process:	
Seller's statement:	
Date of complaint settlement and signature:	