

Annex No. 1 — Complaint / Claim Form

Address for returning the claimed goods:

GB Moments s.r.o.
Fráni Šrámka 169, 397 01 Písek, Czech Republic
Phone: +420 774 636 025
E-mail: obchod@giftbaskets.cz

Filing of the complaint

BUYER'S CONTACT DETAILS

Full name / business name:

Company ID (if the Buyer is an entrepreneur):

Address:

E-mail address:

Phone:

ORDER INFORMATION

Order / invoice number:

Claimed goods:

DEFECT INFORMATION

Description of the defect(s):

Date when the defect was identified:

RESOLUTION AND REFUND

Preferred method of resolution:

E.g. repair, replacement, price reduction, withdrawal from the contract — where the nature of the defect and the Terms & Conditions / legal regulations allow.

Bank account number (for refund / discount):

ATTACHMENTS AND ADDITIONAL INFORMATION

List of attachments:

E.g. photo of the defect, copy of the invoice, other documents.

Additional information:

If the Buyer is a consumer, the Buyer hereby also requests the issuance of a written confirmation of the filed complaint stating the date of filing, its content, the preferred method of resolution and the contact details to be used when communicating the outcome.

Date:

Buyer's signature: