Complaint form

(Fill out this form and send it back only if you want to claim the goods at the legal time. The form must be printed, signed and sent scanned to the e-mail address below, or pasted into the return shipment.)

**Addressee**

E-shop: www.hjlight.eu

Company: ***Glory Future s.r.o.***

Mailing address: Nademlejnská 600/1, 198 00 Praha 9 Hloubětín

ID: ***281 77 568***

E-mail: marketing@hjlight.eu

Phone nummber: 608 083 280

**Exercising the right from defective performance (complaint)**

On ………… (\*), I created an order in your store (see order specifications below). However, the product I purchased shows these defects …………………………………………… (\* the defect must be described in detail here).

I request that the complaint be settled: (\* here the required method of settlement must be described in detail; for example - “as this is a remediable defect, I request a repair of the product no later than the statutory period of 30 calendar days).

At the same time, I ask you to issue a written confirmation of the claim stating when I exercised the right, what is the content of the complaint together with my right to repair / exchange, and then confirmation of the date and method of handling the complaint, including confirmation of the repair and its duration ( in the case of repair, not replacement).

1. **Date of order ……………. (\*) / Date of receipt …………… .. (\*)Číslo objednávky:………………….**
2. **The funds for the order and, where applicable, for delivery have been sent by ………………………………. (\*)**
3. **and in case of a justified complaint, I request their return back to the account number (.. (\*)**
4. **Name and surname of the consumer: …………………… ..**
5. **Consumer address: ……………………… ..**
6. **Email: ……………………… ..**
7. **Phone: ……………………… ..**

*(\*) Údaje doplňte.*

**In ……………………** *(fill in the place)*, **Dne …………………………….** *(fill in the date)*

 *(signature)* ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Name and surname of the consumer**

(\*) Fill in the data.