

Complaint protocol



Seller : PM Fortis s.r.o., Zvolenská cesta 14, 974 05 Banská Bystrica, Slovakia
ID number : 46 565 981, VAT: SK2023439385
Phone : +421908411979, E-mail: info@anagu.net

Buyer: Name and surname (Business name):
Street and number (for return delivery):
City (for return delivery):
Zip code (for return delivery):
Phone contact:
E-mail:

I hereby advertise the goods listed below with a description of the defect. In accordance with the currently valid legal standards, I ask you to notify the result of the complaint within the legal deadline.

Goods purchased on:
Purchase document number (invoice):
Name of the claimed goods:

Description of defect, subject of complaint:

Attachments: Defective goods:
Purchase document (invoice):
Accessories of the claimed goods:

Other:

Preferred way of processing the claim *:

Repair of goods:

Exchange of goods:

Refund by bank transfer: IBAN:

Discount from the purchase price:

* We will inform you about the final method of handling the claim.

In Date

Signature:

By sending the goods for a claim, the customer agrees to the processing of personal data for the purposes of the claim and to the claim conditions stated on:

<https://www.anagu.net/claim-center/>.

Send the completed complaint form together with the claimed goods and a copy of the invoice (warranty certificate) to the seller's address.