



THE TEMPLATE FOR A COMPLAINT FORM

(this document is only a template for the complaint statement and you do not have to use it)

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*Client's name and surname
Client's address*

Totobi Sp. z o.o. [Ltd.],
31-273 Krakow,
4/53 Batalionu "Skała" AK St.,
totobi.pet
totobi@totobi.pet

Name of the product:

Date of purchase:

Proof of purchase: receipt no VAT invoice no other

The exact description of the defect:

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The circumstances surrounding the defect:

Date of finding the defect:

Attachments:

The Claimant's request regarding the way of settlement of the application:

- ☐ free repair of the goods (*);
- ☐ exchange of goods to a new one;
- ☐ reduction of the goods price by the amount of
- ☐ refund of the price paid / withdrawal from the agreement - only if the defect is significant

.....
*Legible signature of the Customer (-s)
(if the form is sent in paper version)*

() In the case of Cosmetic Goods, it is not possible to remove any defect in the claimed Goods (repair of the Goods) and such Customer's complaint shall not be considered*

