

# COMPLAINT PROTOCOL

Hemnia s.r.o., company registration number: 093 06 269, with registered office at Na Folimance 2155/15, Vinohrady, 120 00 Prague 2, registered under file number C 334153 at the Municipal Court in Prague, tel. no.: +420774420732, email: [office@hemnia.com](mailto:office@hemnia.com), e-shop at <https://www.hemnia.com/en/>

**Please always send the goods to Hemnia, Zahradnická 71, Příbram III, 261 01, Czech Republic**

<p><b>(To be filled in by the customer)</b></p> <p><b>Company/name and address of the buyer:</b></p>	<p><b>Contact person:</b></p>
	<p><b>Phone/fax:</b></p>
	<p><b>Mobile:</b></p>
	<p><b>Email:</b></p>
<p><b>ID:</b></p> <p>(And VAT number)</p>	<p><b>Notes:</b></p>
<p><b>Return address for sending goods:</b></p> <p>(If the same as above, do not fill in!)</p>	

<b>Claimed goods:</b>	
<b>Date of purchase:</b> (Date of invoice)	
<b>Invoice number:</b>	

**Detailed description of the defect: \***

**Proposal of a way to resolve the complaint:**

*\* ) Specify the fault in as much detail as possible, when it occurs, in what equipment and under what circumstances it occurs during use. Substantially so make the whole process easier and shorter.*

1. When claiming liability for defects, it is necessary to enclose the proof of purchase of the goods or the invoice, if issued, or another document proving the purchase of the goods.
2. When sending the goods, the Buyer is obliged to pack the goods in suitable packaging so as not to damage or destroy them.

**Date:** \_\_\_\_\_

**Buyer's signature:** \_\_\_\_\_

**(to be filled in by the seller)**

**Date of receipt of the claim:**

**The complaint is handled by:**

**Seller's statement:**

**Date:** \_\_\_\_\_

**Seller's signature:** \_\_\_\_\_