

# **COMPLAINT FORM**

*We ask you to fill in this form to advance the complaint process.*

Name and surname: .....

Order number: .....

Date of delivery: .....

## 1. THE COMPLAINT REASON (*choose the correct one*):

a) Something was not delivered (describe the product):

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.....  
.....  
.....

b) The fabric was cut incorrectly (askew or too short etc.) (Write the missing length in cm)

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c) The fabric is not the ordered one

d) The fabric is faulty (please describe the problem):

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.....  
.....  
.....

e) Print damage (missing print, incorrect printing)

f) The package is damaged

g) Other (*describe*)

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**ATTENTION! With this form send also 1. A scanned bill (the paper attached to your order) 2. Photos of the reason for complaint with a centimeter, so we can see the problem.**

## 2. SUGGESTIONS FOR SOLUTIONS:

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