

**COMPLAINT FORM (detailed description of the material error)**

**KOPITARNA**

since 1886

Name and surname of the consumer \_\_\_\_\_

Address: \_\_\_\_\_

Tel. number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

In case the factual error is justified, I want (circle):

1. Refund of purchase price
2. Exchange for the same item (in case the provider can still provide it)
3. Correction of the item

Transfer the returned purchase price to the bank account: SI56 \_\_\_\_\_,  
which is opened at the bank \_\_\_\_\_.

Warning:

- In case of return of the product, withdrawal from the contract or replacement, the buyer covers the cost of return.
- The buyer must return the product unused, undamaged, with the original declaration.
- If the product does not meet the conditions of return, we reserve the right to compensation.
- Please attach a copy of the invoice to the form.

Consumer's signature: \_\_\_\_\_ (if the form is sent in writing)