

## Complaint form

**Seller:** Aylla shoes, s.r.o., Jiráskova 29, Pardubice 530 02, IČO: 06690530, DIČ: CZ 06690530

**Goods return address:** Wintrova 1313, 530 03 Pardubice II - Bílé Předměstí

- Please send the goods clean, otherwise we cannot assess or repair the shoes for hygienic reasons.
- Send the goods with a printed and completed form.
- For details of terms and conditions go to [www.aylla.cz/en/terms-and-conditions/](http://www.aylla.cz/en/terms-and-conditions/)

**Name and Surname:** \_\_\_\_\_

**Your address to send the repaired goods** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Date of purchase:** \_\_\_\_\_

**Price of goods at the date of purchase:** \_\_\_\_\_

**Invoice number:** \_\_\_\_\_

**Complained goods:** \_\_\_\_\_

**Reason for complaint / description of the defect:**

\_\_\_\_\_  
\_\_\_\_\_

**Customer request for complaint handling- please select one option:**

- Defect rectification by repair
- Discount on the purchase amount (your idea of the amount of the discount \_\_\_\_\_)
- Goods replacement
- Refund of the purchase amount to account no.: \_\_\_\_\_

We try to minimize the time of handling the complaint, the maximum duration is 30 days.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Complaint notification date: \_\_\_\_\_

Date of receipt of goods for complaint (if it does not match the date of notification of complaint): \_\_\_\_\_

Date of submission of information to the customer on the method of handling the complaint: \_\_\_\_\_

**Complaint handling method:**

- Repair
- Discount \_\_\_\_\_
- Goods replacement
- Refund of the purchase amount \_\_\_\_\_
- Rejection of the complaint

Grounds for complaint rejection :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_