 PRODUCT FOR COMPLAINT TO BE SENT TO THE ADDRESS:

SF1 CLIPS LTD. **PANDORA COCEPT STORE**

MK BUSINESS CENTRE, 155 A, FLOOR 2, **25, REPUBLIC STREET**

VALLEY ROAD BIRKIRKARA BKR9022, MALTA **VALLETTA**

RN: C104470 **+35621223399**

VAT: MT29924316

**REQUEST FOR INITIATING A COMPLAINT ON DAMAGED PRODUCT**

The following information needs to be filled out based on the invoice issued for the jewelry you are submitting for the complaint:

NAME AND SURNAME OF THE CUSTOMER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PLACE AND ADDRESS OF RESIDENCE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

INVOICE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PRODUCT PRICE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CUSTOMER STATEMENT:

(please describe the reason for the complaint and the description of the damage)

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

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

In case the complaint is accepted, your preferred resolution is (please circle):

1. to repair the product
2. to replace the product with another one
3. to replace the product with the same one
4. refund

By signing this request, the customer confirms:

* that they agree for the date of the complaint submission to be considered the date when SF1 CLIPS LTD. - PANDORA CONCEPT STORE received the registered shipment;
* that they agree for SF1 CLIPS LTD. - PANDORA CONCEPT STORE to deliver the decision regarding the submitted complaint electronically to their email address, within the legal timeframe of 8 days from the date of receipt;
* that they agree that in the case of a justified complaint, the agreed timeframe for fulfilling the requests from the complaint will be 15 or 30 days for technical goods from the date of receipt of the complaint.

CUSTOMER SIGNATURE CONFIRMING AGREEMENT:

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



SF1 CLIPS LTD.

MK BUSINESS CENTRE, 155 A, FLOOR 2,

VALLEY ROAD BIRKIRKARA BKR9022, MALTA

RN: C104470

VAT: MT29924316

**FILLED OUT BY THE SELLER - SF1 CLIPS LTD. - PANDORA CONCEPT STORE**

DATE OF COMPLAINT RECEIPT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

INVOICE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMPLAINT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SELLER'S DECISION ON THE SUBMITTED COMPLAINT, WITH A PROPOSAL FOR ITS RESOLUTION:

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

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

 DATE: COMMISSION SIGNATURE:

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

**WARNING – NOTE**

1. The product being sent for a complaint must be clean, accompanied by a properly filled-out Complaint Acknowledgment (complaint form), and packed with the receipt or other proof of purchase.
2. If the above conditions are not met, the complaint will not be considered.
3. The seller is required to respond to the customer in writing or electronically within 8 days from the date of receipt of the complaint. The seller's response must include a decision on whether the complaint is accepted or not.
4. In the case where the complaint is rejected as unfounded, the complained product will be returned to the customer at the address specified in the complaint form. If the consumer does not collect the complained product within 30 days from the date of receipt of the rejection notice, the seller is authorized to dispose of the complained product.