

# Standard Form for Exercising the Right to Complain:

Attn: 5 New Art EOOD with UIC 206313121

I hereby inform you that I have found discrepancy of the product (s)/service (s) with the agreed one/s.

Subject of the complaint:

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

Ordered on/received on .....

Preferred way of satisfaction (check the desired option):

- Refund of the amount paid
- Replacement of the product with another one, corresponding to the agreement
- Price deduction
- Free repair under Art. 113 and Art. 114 of the Consumer Protection Act.

Please find enclosed the following documents (check the desired option):

- receipt or invoice;
- protocols, acts or other documents establishing the non-conformity of the goods or services with the agreed ones;
- other documents establishing the grounds and amount of the claim.

Amount claimed: .....

User name/s: .....

User address/es:.....

Signature of User (only when filed on paper):.....

Date: .....