

**GOODS COMPLAINT FORM**

Purchase by distance selling (site: www.knjaznatura.co.rs)

**Seller information**:

Address for receipt of goods in case of complaint:

Knjaz Miloš-Natura d.o.o. 41 Bulevar Peka Dapčevića Street, 11000 Belgrade,

Contact e-mail address: office@knjaznatura.co.rs

**Customer information:**

|  |  |
| --- | --- |
|   | **Fill in the information** |
| Name |   |
| Surname |   |
| Place, street and number |   |
| Contact phone number |   |
| E-mail address |   |
| Current account number in case of refund |   |

**Goods information:**

|  |  |
| --- | --- |
|   | **Fill in the information** |
| Date of receipt of the ordered goods |   |
| Date of invoice |   |
| Invoice number for purchased goods |   |
| Code of the item to which the complaint relates |   |

|  |
| --- |
| Reasons for complaint (description of non - conformity/defect in the goods) |
|  |

**Customer's request regarding the goods.**

Customer has the right to choose among (select the option that suits you):

[ ]  Refund [ ]  same item [ ]  other item

Data privacy statement:

The data you submit in this form are used to record changes in turnover and "Knjaz Miloš-Natura" d.o.o. Beograd shall not store them or use them for other purposes.

Form submission date Customer's signature

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