

## **Complaint Form**

### **for products of the brand Erenhill / Vlčí patroni**

Please fill out this form as accurately as possible and include it with the returned item. This will simplify and speed up the entire complaint process.

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#### **1. Customer Information**

Full Name: .....

Address: .....

Phone: .....

Email: .....

Order / Invoice Number: .....

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#### **2. Information about the product being claimed**

Product Name: .....

Date of Purchase: .....

Date of Receipt of Product: .....

Serial Number (if applicable): .....

String was original / non-original / not applied (cross out whichever does not apply)

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#### **3. Description of the defect**

Please describe in detail the problem found, when and how it occurred, under what conditions:

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.....

.....

(If you have photo or video documentation of the defect, please attach it in digital form.)

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#### **4. Desired method of complaint resolution**

Please check one option:

☐ Repair of the product

☐ Replacement with a new item

☐ Price reduction

☐ Withdrawal from the contract (refund)

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## 5. Customer Declaration

I declare that the above information is true. I have read and understood the warranty and complaint conditions.

In ..... on .....

Customer Signature: .....

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### **Where to send the complaint:**

Erenhill / Vlčí patroni z. s.

[www.vlci-patroni.cz](http://www.vlci-patroni.cz)

Email: [erenhill.vlci patron@gmail.com](mailto:erenhill.vlci patron@gmail.com)

Please send complaints to the address:

**Holubová 1746/17, 735 06 Karviná 6, Czech Republic**