**COMPLAINT FORM**

FOR: Winesaver Ltd., II. Požarinje 15, 10000 ZAGREB, CROATIA

BtoB web shop: www.winesaver.eu

Hereunder I,

1. *name, surname:*
2. *address:*
3. *mobile phone number:*
4. *e-mail address:*

I declare that I wish to make a complaint about the following product(s):

For each product, please provide the relevant information as indicated:

1. *Precise product name and colour:*
2. *SKU code:*
3. *Quantity of the trade pack(s):*
4. *Invoice number:*

ordered on the date \_\_\_\_\_\_\_\_\_\_\_\_, and delivered on the date \_\_\_\_\_\_\_\_\_\_\_\_, because of following reason:

1. The delivered product has damages that did not occur during transportation.
2. The delivered product(s) is (are) mafunctioning
3. Product(s) that has been ordered was(were) not delivered
4. Delivered is the product that is not ordered
5. Others *(Please explain in written)*

Readable consumer signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Datum:\_\_\_\_\_\_\_\_\_\_\_\_

In accordance with the Terms of Use of the website www.winesaver.eu, the user is obligated, in all cases when returning a product for any reason, to return the product in its entirety, in the condition it was delivered, and in the original packaging. The user bears the costs of returning the product, and the return is made by delivering it to the address of Winesaver Ltd., II. Požarinje 15, 10000 Zagreb, Croatia. If the user returns the product with significant damages or missing parts, and if the same is not received within 10 calendar days from the date of sending the Complaint Form, it is considered that the user has not fulfilled their obligation of returning the merchandise, and Winesaver Ltd. is not obliged to refund the paid amount or provide a replacement.

Contact phone: + 385 1 230 3330

Contact e-mail: [repour@winesaver.hr](mailto:repour@winesaver.hr)