



**PRODUCT COMPLAINTS FORM**  
**PURCHASED IN THE ONLINE SHOP**  
**FANMEDIA ATMOSPHERIC MUSIC**

*(please print and fill out the form in dotted places)*

.....  
name and surname of the person making a complaint

.....  
address (city, zip code, street, house number)

.....  
contact details (email, phone number)

I am familiar with the conditions of the product complaint set out in the Shop's Regulations.

Date of receipt of the goods: \_ \_ - \_ - \_ - \_ - \_ -

Invoice number: .....

Bank account number to which the payment for products will be returned:

.....

Account owner: .....

**SUBJECT OF COMPLAINTS:**

PRODUCT	QTY	PRICE

**SUBMISSION OF COMPLAINTS:** (description of defects and the circumstances of their occurrence)

**CORRECTIVE ACTIONS / ADVERTISING REQUEST:**

- product replacement for one free of defects
- removing the defect
- price reduction
- withdrawal from the Agreement

place and date

customer's signature

**SELLER'S NOTES:**

Date of receipt of the complaint: \_ \_ - \_ - \_ - \_ - \_ - \_ - \_ -

Person examining the complaint: .....

Complaint processing date: \_ \_ - \_ - \_ - \_ - \_ - \_ - \_ -

**DECISION CONCERNING COMPLAINTS:**

The complaint has been:

- recognized
- not recognized for the following reasons:

**FURTHER COMPLAINTS PROCEDURE:** (customer information)