Complaint form

Please complete and return this form only if you wish to make a claim within the statutory time limit. The form must be printed, signed and sent scanned to the email address below or included in the return package.

**Recipient**

Website: ***https://petersflytraps.com***

Name: ***Peter Janata***

Address: Žerotín 88, 440 01 Žerotín, Czech Republic

E-mail address: [***p.janata92@gmail.com***](mailto:p.janata92@gmail.com)

ID: ***22495061***

**Consumer:**

Name and Surname:

Address:

Telephone and E-mail:

**Claim Regarding Order No. [Order Number] Placed on [Order Date]**

Hello,

On [Order Date], I placed an order in your shop, Peters Flytraps Garden (Order No. [Order Number]). The order consisted of the following item(s): [List of ordered items].

Unfortunately, upon receiving the product, I discovered the following defect: [Describe the defect in detail, such as damage to the plant or discrepancies in the received cultivar].

I request that the complaint be settled in the following manner: As this defect appears to be repairable, I request the product to be either replaced with a similar healthy specimen or repaired within the statutory period of 30 calendar days at the latest.

Additionally, I kindly ask for a written confirmation of this claim, stating the date of claim submission, the nature of the defect, and my request for repair/replacement. Furthermore, please confirm the expected timeline and method of resolution, including any necessary repairs and their duration if applicable.

Please respond to this claim promptly to facilitate the resolution process.

Thank you for your attention to this matter.

Best regards,

[Your Name]

**Date of order:**

* **Number of Order:**
* **Refund bank account number:**
* **Consumer's name and surname:**
* **Consumer's address:**
* **Email:**
* **Telephone:**

**Place** *……………………………*

**Date***……………………………..*

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Signature**