

COMPLAINT AND CLAIM FORM



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Information about the order that is subject to claim:

Order number	
*Shipment tracking number	
Date of purchase (Day / Month / Year)	
Number of items from the order to claim	
Was photo documentation provided?	YES / NO

* The tracking number of the shipment can also be found in the email you received upon delivery of a specific package (filling in this field is not mandatory)

* If you have already sent the photo documentation via email, circle the option: YES

Order payment method

Circle the method by which you purchased the goods you want to claim.

Bank transfer	Apple pay
By card, through the payment gateway or PayPal	Google pay
Cash on delivery	GoPay account

Products from the order that are the subject of a complaint:

Name of the product					
Brand of the product					
*UFI product code					
Other	Undelivered Unknown Liquidated	Undelivered Unknown Liquidated	Undelivered Unknown Liquidated	Undelivered Unknown Liquidated	Undelivered Unknown Liquidated
Product status	Used Opened Damaged	Used Opened Damaged	Used Opened Damaged	Used Opened Damaged	Used Opened Damaged

* Circle the condition of the claimed goods.

* If you cannot fill in all the information about the product, check one of the following options in the field: "Other."

* The UFI code or batch number, located on the back of the product, is optional to fill in.

* Providing details about the products being claimed will expedite the claim process.

Description of the defect

The form is only for internal use. By filling it out and signing it, You agree to start the complaint process according to the agreed terms and conditions

Date: _____

Signature: _____