

COMPLAINT FORM OR WITHDRAWAL FROM THE CONTRACT

Please mark one of the options and fill in, otherwise the choice of solution will be left to us:

☐ **COMPLAINT**

Please enter the reason for filing a complaint above, attach a guarantee certificate and photos showing the damage. You can also send photos to the following e-mail address: info@lumax.si.

☐ **CONTRACT WITHDRAWAL**

In the case of return of goods, you can return the ordered goods within 30 days, and you must notify us of your intention within 14 days of receipt of the shipment. When returning the ordered goods, please be sure to enclose this form and a copy of the invoice received for the goods you are returning. The goods must be in the original packaging. It must also be unused and undamaged with all factory accessories.

Please enter information:

Name and surname: _____

Article nr.: _____

Addres: _____

Invoice nr.: _____

Email: _____

Phone nr.: _____

· Damaged product: YES / NO

· Packaging damage: YES / NO

· In case of refund of the purchase price, it is important to write down your bank account details:

Other remarks:

Office 42 d.o.o. undertakes to act in accordance with the Consumer Protection Act and the Code of Obligations in any complaint and return of goods.

Please send us the completed form together with the returned product / article.

In: _____ Date: _____ Signature: _____