REDANT

**REDANT SK s.r.o.** · Sobôtka 5116/3, 979 01 Rimavská Sobota, Slovakia
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# COMPLAINT FORM

claim for defective goods (legal guarantee)

You can also file a complaint online at **www.redantstyle.com/i-want-to-make-a-complaint-about-the-goods**. Send photos of the defect to **eshop@redant.sk** with your order number – we will handle it faster.

## 1 Customer and order details

Full name: _____

Address: _____

Phone: _____ E-mail: _____

Order / receipt number: _____ Purchase date: _____ Date of receipt: _____

☐ I bought the product from a retail partner – proof of purchase enclosed

☐ The product is registered for the **5-year warranty**

## 2 Goods and description of the defect

| | PRODUCT NAME / CODE | SIZE / COLOUR | QTY |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |

Date defect found: _____ Description of the defect: _____

## 3 Requested remedy

☐ Repair

☐ Replacement with new goods

☐ Reasonable price reduction

☐ Withdrawal from the contract (refund)

The consumer may choose repair or replacement. A price reduction or withdrawal may be requested if repair and replacement are not possible, are not carried out within a reasonable time, the defect recurs or is serious. We will decide the final remedy after assessing the defect and let you know.

IBAN (for refund): ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Place _____ date _____ Signature: _____

**What to do**

- Send the goods **clean and dry** (especially beds and blankets) – soiled goods cannot be properly assessed and handling may take longer.
- Enclose this form and proof of purchase, or state your order number.
- Do not send the parcel cash on delivery – it will not be accepted.
- We will settle your complaint within **30 days** of receipt and inform you of the outcome by e-mail.

**Where to send the goods**

**REDANT SK s.r.o.**
Sobôtka 5116/3
979 01 Rimavská Sobota, Slovakia
Tel.: **+421 904 188 800**
E-mail: eshop@redant.sk
Write "Complaint" and your order number on the parcel.

For REDANT use: Received on: _____ Settled on: _____

☐ accepted ☐ rejected Remedy: _____ Staff signature: _____

Complaint under the Slovak Civil Code and Act No. 108/2024 Coll. on Consumer Protection; the mandatory consumer law of your country of residence remains unaffected. Details in Article 11 of the Terms and Conditions at www.redantstyle.com.