

## Complaint Form

### Customer information:

First name & last name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Order number: \_\_\_\_\_  
Date of order: \_\_\_\_\_  
Invoice / receipt number: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### Submission of complaint (defect description):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If it is not possible to repair or exchange the item for another one, please return the value of the item to my bank account.

Bank name and account number: \_\_\_\_\_

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I declare that I know the conditions for returning the goods specified in the store regulations.

When submitting a complaint please return the product to the vendor washed/clean and packed in a box with proof of purchase (receipt or invoice) and completed complaint form (description of complaint, field of complaint) to the following address:

**Global24 Bellochi, 141 Great Bridge Street, B70 0DA West Bromwich**

The return shipment - C.O.D shipments will not be collected. It is necessary to send a signed complaint form with the attached receipt or invoice as part of the return process.

Once the complaint is accepted, the repaired or replaced product is sent back to the customer at the expense of MAYRO. If the complaint is not accepted, goods will be sent back at the customer's expense.

\_\_\_\_\_

(date and legible signature of the Customer)

