

# COMPLAINT PROTOCOL

of trading company Canna b2b, s.r.o., with registered office at Žižkova 708, Příbram II, 261 01, Czech Republic, ID No.: 02023024, VAT No.: CZ02023024, registered in the Commercial Register kept at the Municipal Court in Prague under No. C 214621, email: [contact@cannabizoo.com](mailto:contact@cannabizoo.com), e-shop at: [www.cannabizoo.com](http://www.cannabizoo.com).

Please send the goods to the following address: **Canna b2b, s.r.o., Pražská 145, Příbram II, 261 01, Czech Republic.**

## (To be filled in by the customer)

**Company/name and address of the buyer:**

**ID:**

(and VAT number)

**Return address for sending goods:**

(If it is the same as above, do not fill it in!)

**Contact person:**

**Phone/fax:**

**Mobile:**

**E-mail:**

**Remarks:**

**Claimed goods:**

**Date of purchase (Date of invoice):**

**Invoice number:**

**Detailed description of the defect: \***

**Suggested method of resolving the complaint?**

\*) Specify the defect in as much detail as possible, when it occurs, in what equipment and under what circumstances it occurs during use. This will make the whole process much easier and shorter.

1. When exercising your rights under liability for defects, you must attach the proof of purchase of the goods or the invoice, if any, or other document proving the purchase of the goods.
2. When sending the goods, the Buyer is obliged to pack the goods in suitable packaging so that they are not damaged or destroyed.

**Date:** \_\_\_\_\_ **Signature of the Buyer:** \_\_\_\_\_

**(To be completed by the Seller)**

**Date of receipt of complaint:**

**The complaint is handled by:**

**Seller's statement:**

**Date:** \_\_\_\_\_ **Signature of the seller:** \_\_\_\_\_