



## ONLINE COMPLAINTS FORM

**Your Title/ Name/ First Name:**

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**Your age:**

- 18-24  
 25-34  
 35-44  
 45-54  
 55-64  
 65 or Above  
 Prefer Not to Answer

**Your gender**

- Male  
 Female  
 Prefer Not to Answer

**Your nationality:**

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**Your Address, Street Name & Number:**

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**Zip Code & City:**

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**Your Country:**

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**Your phone number:** \_\_\_\_\_

**Your email address:** \_\_\_\_\_

**Are you:**

- The buyer of the goods  
 Other (friend, neighbor, family, etc), please give the buyer's name and address, your relation to him/her and specify why you filed a complaint in him/her name:

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You have bought the product or service about which your complaint is:

- For personal use  
 For professional use (resell)

**Date of the purchase:**

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**Place of purchase** (street name and number, zip code/ city and country):

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**Nature of the purchased product and brand:**

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**Price of the product (in EURO):**

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**Means of payment:**

- Cash  
 Credit/Debit Card  
 Money transfer  
 Other, please specify

**Name of the distributor, if known:**

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**You wish to complain for the reason that:**

- The product was defective  
 The user's manual wasn't provided  
 The price was not in compliance with the given information/advertisement  
 The quality of the product didn't reach your expectations  
 The manufacturer's warranty was unsatisfactory/ absent  
 The payment conditions were unsatisfactory/ abusive  
 The reimbursement conditions were unsatisfactory/ absent  
 The reimbursement you received doesn't correspond to the original price

