

# COMPLAINT REPORT

of trading company Cannastra s.r.o., ID: 108 34 311, with its registered office at Žižkova 708, Příbram II, 261 01, Příbram, registered under file No. C 349215 in the Commercial Register maintained by the Municipal Court in Prague, tel.: +420774420662, e-mail: [office@cannastra.com](mailto:office@cannastra.com), e-shop at <https://www.cannastra.com/>

**Always send the goods to: Cannastra s.r.o., Žižkova 708, Příbram II, 261 01, Příbram, Czech Republic**

**(to be filled in by the customer)**

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

**Identification no.:**

(and tax registration no.)

**Return address for sending goods:**

(Do not fill in if it is the same as above.)

**Contact person:**

**Telephone/Fax no.:**

**Mobile phone:**

**E-mail:**

**Notes:**

**Claimed goods:**

**Purchase date:**

(Invoice date)

**Invoice number:**

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

**Suggested claim settlement:**

\*) Please describe the defect in detail, specify when it occurs, in what equipment or device and under what conditions it occurs during use. This will significantly simplify and shorten the entire process of settling your complaint.

1. When exercising rights for liability for defects, it is necessary to attach proof of purchase of the goods or the invoice, if issued, or other document proving the purchase of the goods.

2. The buyer is obliged to pack the goods sent back to the seller in a suitable packaging so that they are not damaged or destroyed.

**Date:** \_\_\_\_\_

**Buyer's signature:** \_\_\_\_\_

**(to be filled in by the seller)**

**Complaint receipt date:**

**Complaint handled by:**

**Seller's statement:**

**Date:** \_\_\_\_\_

**Seller's signature:** \_\_\_\_\_