

COMPLAINT PROTOCOL

the company **Canna b2b**, s.r.o., Žižkova 708, Příbram II, 261 01, Czech Republic, ID: 02023024, VAT: CZ02023024, registered under file No. C 214621 at the Municipal Court in Prague, phone No.: **+420 608 540 644**, email: contact@budsforbuddies.com, e-shop at www.budsforbuddies.com.

The goods should be sent 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:	Contact person:
ID:	Phone/fax:
	Mobile:
	E-mail:
	Remarks:

(and VAT number)

Return address for sending goods:

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

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:** _____