**NIKKU DOO**

Address: Vuka Karadžića 4

Zip Code: 11000 Belgrade

**COMPLAINT FORM NO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Company ID No:  21482064

TIN: 111436585

E-mail: office@nikku.rs

Tel: 064/1009-177

**TO BE COMPLETED BY THE CUSTOMER:**

|  |  |
| --- | --- |
| **Name and surname:** | **Address:** |
| **Tel:** | **E-mail:** |
| **Product code (taken from the receipt):** | **Retail price:** |
| **Date of purchase:** |  |
|  |  |

Customer statement – give the reason/s for the complaint:

**Customer request should the complaint be accepted (circle the selected item):**

1. Replacement of the product for another product;
2. Replacement of the product for the same product;
3. Monetary refund.

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The customer:

* Agrees to treat as the date of submission of the complaint the date on which NIKKU DOO receives the registered package;
* Agrees for NIKKU DOO to deliver the decision on the submitted complaint electronically to the e-mail address given above, within the legally prescribed deadline of 8 days from the date the complaint was received;
* Agrees that in the event the complaint is accepted, the agreed deadline for fulfilling the demands listed in the complaint shall be 15 days from the date the complaint was received.

**Customer signature:**

**To be completed by the seller:**

**Date complaint is received:**

**Signature and stamp of the seller:**

**Declaration regarding the submitted complaint and the proposed solution:**

**Date:**

**Committee's signature:**

**Note:**

* The product about which the complaint is being made must be unused and sent back to NIKKU DOO with a completed complaint form and a purchase receipt or other proof of purchase;
* In the event that these conditions are not met, the complaint shall not be considered;
* Within 8 days of the complaint being received, NIKKU DOO is obliged to send to the customer a response to the complaint in writing or electronically. The response from NIKKU DOO must include a decision on whether the complaint has been accepted or not.
* If the complaint is rejected, the product shall be returned to the customer at the address specified on this complaint form. If the consumer fails to receive the product within 30 days of the date of rejection, NIKKU DOO shall be authorized to write down the product.