

## RECLAMATION FORM

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(account number)

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(client or complainant)

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(telephone)

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(email address)

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(item code)

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(item name)

**Description of the problem or defect of the item:**

You can send photos or video material to the following email address: [reklamacije@rositeh.si](mailto:reklamacije@rositeh.si)

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(date)

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(nr. of reclamation - filled by claimant)

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(complainant)

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(claimant)

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(signature)

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(signature)

If the form is not fully completed, we will not consider the reclamation.



**Notes:**

All items returned during the complaint period (the website states the warranty period for each item) are sent to the manufacturer or supplier.

At ROSI Teh d.o.o., we are not responsible for the timely resolution of complaint problems, in any case we try to resolve them as soon as possible, but in any case it also depends on the responsiveness of the manufacturer or supplier. Also, during the time of complaint problems, we do not provide any temporary replacement parts.

If the manufacturer or supplier finds that the customer has handled the item unprofessionally, which is also the cause of the defect or damage, we reserve the right to charge the costs incurred by sending the items.

Items can be handed over in person or by post (to the address of our central warehouse: Bistriška cesta 11, 2319 Poljčane), whereby we do not accept ransom packages.

We do not take responsibility for any damage caused during shipping. The contents must be appropriately packaged or marked "fragile", if necessary. Also, the customer bears all shipping costs if he wants to return the complaint items by mail.

If any mutual agreements are made, they should be listed on the complaint record.

The minutes are made in two signed copies – one is received by the applicant and the other by the claimant. When submitting via e-mail to the address [reklamacije@rositeh.si](mailto:reklamacije@rositeh.si), you will receive a confirmation e-mail, which is considered a successful filing of the complaint.

