

## COMPLAINTS FORM

(If you decide to make a claim in the legal order time, please contact us, describe the defect and send a photo of the defective product or part. In the case of a claim, we will only pay the shipping costs if you use our shipping service. If you send the goods via your own shipping carrier, you will only be compensated up to the amount of our shipping fee. Address for returns and claims. **Na Křečku 365/5, Praha - Horní Měcholupy 109 00, Czech Republic, +420 725 441 733.**)



### ADDRESSEE (SELLER)

Monkey Mum s.r.o.

ID: 07597851

Registered office: V Nových domcích 401/2, Prague 10, 102 00

Registered in the Commercial Register kept by the Municipal Court in Prague, Section C, Insert 303804

Email: info@monkeymum.com

Telephone number: +420 725 441 733

for the sale of goods through an online store located at:

www.monkeymum.com

### CONSUMER

My name and surname: .....

My address: .....

My phone: .....

My email: .....

Exercising the right from defective performance (complaint)

On ..... I created an order in your store (see order specifications below). By me however, the purchased product shows these defects: .....  
.....  
.....

I request that the complaint be settled as follows:

- ☐ sending the right part .....  
..... (it is necessary to describe exactly what needs to be delivered)
- ☐ product replacement
- ☐ return of good and money

Date of order ..... date of receipt .....

Order number: .....

The money will be returned in the same way the customer paid for the order or to the account number: **IBAN and SWIFT**.....

Done at ....., .....(the place and date)

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Signature