

Complaint Form



Please complete all required fields. The complaint product should be sent dry and, if possible, clean.

DATE OF SUBMITTING THE COMPLAINT: _____

DATE OF DETECTION OF THE DEFECT: _____

CURRENT CUSTOMER CONTACT DETAILS

NAME AND SURNAME / COMPANY: _____

STREET / HOUSE NUMBER: _____

POST CODE, CITY: _____

EMAIL: _____

PHONE NUMBER: _____

BANK ACCOUNT NUMBER: _____

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

DATA OF THE PRODUCT

ORDER NUMBER: _____

NAME OF THE COMPLAINT PRODUCT: _____

MANUFACTURER CODE OR PRODUCT EAN: _____

DESCRIPTION OF THE DEFECT

FACTORY DEFECTS	<input type="checkbox"/>	MATERIAL ABRASION	<input type="checkbox"/>	CRACKED SOLE	<input type="checkbox"/>	CROPPING OF THE MATERIAL / FRACTURE OF THE MATERIAL	<input type="checkbox"/>
HOLES	<input type="checkbox"/>	COLOR PROBLEM / COLOR PEAK	<input type="checkbox"/>	DAMAGED KEEPER	<input type="checkbox"/>	WRONG MODEL	<input type="checkbox"/>
NO BUTTON / DAMAGED RIVET / DRIVE	<input type="checkbox"/>	OVERPRINT	<input type="checkbox"/>	WRAPPING	<input type="checkbox"/>	WRONG SIZE / COLOR / FABRIC	<input type="checkbox"/>
SEAM PROBLEM	<input type="checkbox"/>	SPLITTED SOLE	<input type="checkbox"/>	BROKEN SLIDER	<input type="checkbox"/>	THE REMAINING (COMPLETE DEFECT DESCRIPTION)	<input type="checkbox"/>

UNDER WHAT CIRCUMSTANCES WAS A DEFECT FOUND?

DURING USE OTHERS _____

EXPECTED FORM OF DEALING WITH COMPLAINTS:

REPLACEMENT FOR A NEW REPAIR MONEY BACK (WITHDRAWAL FROM THE CONTRACT) PRICE REDUCTION TO THE PRICE _____

Please send the product (s) together with the completed complaint form to the following address: Salesupply Inc. c/o DC Answear - PRM Returns / Complaints 12480 NW 25th, Suite 115Miami, FL 33182 with the note "DC ANSWEAR - PRM COMPLAINTS". For security, please send parcels with confirmation pickup or using the services of a courier company. The complaint will be considered within 14 days of receipt of the goods by Answear.com. If you have any questions regarding the complaint, please contact our Customer Service Office at telephone number (+1) 9295667017



We process your data contained in the complaint form in order to implement the complaint process. The basis for processing is the implementation of the legal obligation of the provisions on the warranty for defects in the goods sold. See our Policy Privacy on www.prm.com/us/a/privacy-policy, in which you will find information on the principles of processing your personal data by Answear.com SA. based in Krakow as the Administrator and about the tools for exercising your rights.

Customer signature

**Salesupply Inc. c/o
„DC Answear – PRM Returns /
Complaints ”**

**12480 NW 25th Street
Suite 115 Miami
FL 33182 USA**

Address label to be affixed to the parcel containing the product under complaint.

The label is only an aid to the correct addressing of the parcel, it does not dictate the method of shipment of the product under complaint.