

Appendix No. 1

NOTE!

*For the complaint to be processed, all data in the complaint form must be filled in and the documents listed below must be attached. By law, the period of a compliant processing shall commence as of the date of submission of a fully completed complaint form and enclosure of all the required documents. **The complaint will not be processed** if the indicated documents have not been provided.*

1. Name of the company complaining about the fabric:.....
2. Address of the company complaining about the fabric: .....
3. The name of the person lodging the complaint: .....
4. Contact telephone number for the person lodging the complaint: .....
5. Date and place of purchase of the fabric: .....
6. The invoice number related to the fabric purchase: .....
7. Date of sale of the fabric or furniture (in the case of a complaint about fabric on finished furniture, a copy of the Customer's proof of purchase of this furniture must be included): .....
8. Fabric name and colour number: .....
9. Roll number in the label (if the whole roll of fabric has been purchased): .....
10. Number of metres of fabric subject to a complaint: .....
11. The date on which the defect was found in the fabric (in the case of a complaint about finished furniture, a copy of the complaint notice from the customer must be attached): .....
12. Reason for complaint: .....
- .....
13. The complainant's request: .....
- .....
- .....

.....  
(date of complaint and legible signature)

*Please be sure to include a piece of the defective fabric with your fabric claim!*

*The fabric on the finished furniture subject to a complaint must be retained for the purpose the complaint notice !*

Please note that we do not exchange defective fabric for new. We will issue a credit note for the defective fabric. If necessary, the new fabric must be ordered again.