CALABRIANI LIMITED info@Zennek.parts

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**Complaint claim**

# **Buyer information:**

* Full name of contact person:
* Name of organization (for legal entities):
* Phone:

**Information about purchased product:**

* Product name:
* Model/article:
* Purchase date:
* Seller/distributor:

**Warranty issue information:**

* Description of the issue:
* How and under what circumstances did the defect occur:
* Was the product installed by a certified technician? (Yes/No)
* Information about the certified technician (if applicable):
* Full name of the technician:
* Organization (service center):
* Phone number::

**Attached documents:**

* Copy of receipt or sales contract
* Photo/video of defect (if possible)
* Document confirming installation by service center (work order, other form)

**Desired action (select one):**

* Replace the product with a similar one
* Refund the full cost of the product

**Additional information:**

(here you can provide any additional information that may help in processing)

**Buyer's signature:**

**Date:**