

Complaint protocol

Buyer:

Name and surname:

Address:

CRN:

e-mail:

Telephone number:

Seller:

Business name: **Hotel Château Belá s.r.o.**

Based in: **Belá 1, 943 53 Belá**

CRN: **43 999 174**

e-mail: **reception@chateau-bela.com**

Telephone number: **+421 36 7577 600**

Telephone number: **+421 905 502 345**

I am hereby making a complaint about the product listed below with a description of the defect, which was purchased via the e-shop

Name of the good under complaint:

Date of purchase:

Order number:

Defect description:

I propose that my claim be dealt with in the following way:

- a) **By exchanging goods**
- b) **By repairing the goods**
- c) **By refunding**
- d) **By discount from the purchase price**
- e) **Other**

Date:

Signature of the buyer:

