

Claim for defective goods

Anna Hora s.r.o.
Jinonická 804/80
158 00 Praha 5 - Košíře

Please fill out the requested information regarding the goods purchased on www.annahora.com to help us process your claim correctly and quickly.

Your order number:

Order date:

Product:

Size:

Total amount EUR:

Above specified item is defective in following manner:

Preferred resolution method:

- Repair of the defective goods
- Replacement of the defective goods
- Discount off the goods' price
- Withdrawal from the contract and remitting the goods' price to your bank account:

We will deal with the complaint within 30 days from the day when the goods constituting the subject matter of the complaint are delivered to us, and we will notify you of the outcome. Customer acknowledges and agrees that he may be charged costs associated with an unauthorised claim.

This is so we can find your order and process your claim:

Name:
Address:
E-mail:
Phone number:

Date

Signature