

Appendix № 3

Complaint form

To: KNAPP GmbH, UIC 201445642,

5A Bacho Kiro str., app.2, Sofia 1000, Bulgaria

Hereby, I inform you that I found non-conformity of the product with the concluded contract.

Order number:.....

Ordered on..... and received on

Subject of the complaint (*mark the applicable option*):

- the order is not complete in full;
- another product has been delivered, different from the ordered one;
- a product with damaged packaging has been delivered, which makes it unusable;
- there is another apparent non- conformity of the product with the concluded contract

Description of the complaint:

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.....

Preferred settlement manner (*mark the preferred option*):

- Change of the product with another one, compliant with the concluded contract
- Refund of the paid amount
- Reduction of the price

Amount of the claimed amount.....

I apply the following documents (*mark the relevant options*):

- receipt/invoice;
- minutes, acts or other documents, evidencing the non-compliance of the product with the concluded contract;
- other documents, evidencing the ground and the amount of the claim

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/Name of the consumer/

Address.....

/Address of the consumer/

Telephone for contact:.....

.....

.....

/Date/

/Signature of the consumer, only when filing a hard copy/