

**Seller / Company:** MOANA DS, s. r. o.

**Return Address:** Koplastovce 335, 920 01 Koplastovce, Slovak Republic, **VAT ID:** SK2120773875

# RETURN & CLAIM FORM

*Combined form for withdrawal/return of goods and product claim/complaint*

Please complete this form clearly and include it with the returned goods. This form is intended to identify your request and enable its proper processing.

## 1. Type of Request

Return of Goods / Withdrawal from the Contract

Claim / Complaint

## 2. Customer Information

<b>Full Name:</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Email:</b>	
<b>Phone Number:</b>	

## 3. Order Information

<b>Order Number:</b>	
<b>Invoice Number:</b>	
<b>Date of Purchase:</b>	/ /
<b>Date of Delivery:</b>	/ /

## 4. Product Information

Product Name	SKU / Code	Quantity	Reason for Return / Claim

## 5. Reason for Return or Claim

<input type="checkbox"/> Return within the statutory withdrawal period	<input type="checkbox"/> Product damaged on delivery
<input type="checkbox"/> Product defective or not functioning properly	<input type="checkbox"/> Incorrect product delivered
<input type="checkbox"/> Product does not correspond to the order	<input type="checkbox"/> Other reason: _____

**Detailed description of the issue / reason:**

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## 6. Requested Resolution

<input type="checkbox"/> Refund of the purchase price	<input type="checkbox"/> Replacement of the product
<input type="checkbox"/> Repair of the product, if applicable	<input type="checkbox"/> Discount / partial refund
<input type="checkbox"/> Other: _____	

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## 7. Refund Information

<b>Account Holder:</b>	
<b>IBAN:</b>	
<b>BIC / SWIFT:</b>	

## 8. Customer Declaration

I declare that the information provided in this form is true and complete. I acknowledge that the seller may contact me for additional information necessary to process the return or claim.

<b>Date:</b>	/ /
<b>Customer Signature:</b>	

## 9. Instructions for the Customer

- Pack the goods securely to prevent damage during transport.
- Include this completed form, a copy of the invoice or order confirmation and, in case of a claim, relevant evidence such as photographs where available.
- Returned goods should be complete, clean and, where reasonably possible, returned with original packaging and accessories.
- The seller will process the request in accordance with the applicable terms and legal requirements.

## 10. Seller's Internal Section

<b>Date of Receipt:</b>	/ /
<b>Received by:</b>	

### Condition of Returned Goods:

<input type="checkbox"/> Unused	<input type="checkbox"/> Used
<input type="checkbox"/> Damaged	<input type="checkbox"/> Incomplete
<input type="checkbox"/> Other: _____	

### Decision:

<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected	<input type="checkbox"/> Pending further assessment
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### Resolution Provided:

<input type="checkbox"/> Refund	<input type="checkbox"/> Replacement
<input type="checkbox"/> Repair	<input type="checkbox"/> Discount / partial refund
<input type="checkbox"/> Other: _____	

### Internal Notes:

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<b>Date of Processing:</b>	/ /
<b>Authorized Signature:</b>	