

**Lanard s.r.o., Obchodný register Okresného súdu Žilina, vl. č. 54630/L, oddiel Sro, IČO: 46154981, DIČ: 2023252286, IČDPH: SK2023252286, sídlo: Severná 154/10, Námestovo 029 01, Slovenská republika (next also as a „seller“)**

**Contact address (for lodging a complaint and the right of withdrawal):** Lanard s.r.o., Severná 154/10, Námestovo 029 01, Slovenská republika

**Contact:** +421 908 103 337, [voom@voom.sk](mailto:voom@voom.sk)

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## Complaint form

### Data about the buyer

Name or company name	
Phone	
E-mail	
account in IBAN form	

### Data on the claimed product

Manufacturer (Brand)	
Product type (model)	
Serial number (if present)	
Date of sale	
Invoice / no. document	
Description of failure / malfunction	

## Complaint report

Date complaint is received			
Date of complaint			
Addressing Complaints	Exchange goods <div style="text-align: center;"><input type="checkbox"/></div>	Refund of the purchase price <div style="text-align: center;"><input type="checkbox"/></div>	Unrecognized claim <div style="text-align: center;"><input type="checkbox"/></div>
Exchange of goods for			
Refund the purchase price to the account in IBAN form or postal order to:			
Why disputed the claim			
Location and contact potential professional judgment in the case of rejection of the complaint filed after 12 months			

- If the consumer submits a complaint in the first 12 months of purchase, the seller may settle the complaint rejected solely on the basis of professional judgment; regardless of the outcome of all the costs borne by the seller.
  
- If the consumer product complaints exercised after 12 months and dismiss the seller is obliged to proof of a complaint to indicate to the consumer may send the product to the expert assessment (expert witness, an authorized person designated person). If the expert opinion in favor of the consumer, can make a claim again; re-filed complaint can not be dismissed. Costs of expert judgment and all other related costs reasonably incurred shall be borne by the seller. The seller is obliged to reimburse the consumer within 14 days from the date of the claim back any costs incurred for expert assessment, as well as any other related costs.

Date, signature: .....

Date, signature: .....