

MIONÈ

WARRANTY CLAIM

Warranty claim number _____ Receipt number _____

To be filled in by customer

Item retail price	Purchase date	Product delivery date	Date of filing claims request	Use date	Type of product

Customer's first and last name:	
Customer's address:	
Customer's email:	
Phone number:	
Product reference number:	
Quantity:	

Description of nonconformity:

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Should the claim request be approved, by signing this form the Customer confirms that he or she wants Mione to:

Correct the defects on the product at seller's expense	
Replace the defective product for the same or a different product	
Reduce the purchase price	
Refund the purchase price in full	

By signing the warranty claim, you also confirm that:

- you agree to have the decision about the claim request delivered to your email address.

I hereby confirm that the above information is correct—customer's signature	Authorized person's signature, the date of receiving the claim request and stamp

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SELLER'S DECISION

Decision:

Kupac je primio odluku, račun i robu.

Date:	Day:	Authorised person's signature:

WARNING – NOTE

1. The item for which you are filing the claim request must be clean, sealed in a box, with the defect marked. Unclean–dirty items will not be considered;
2. The warranty claim must be accompanied by the receipt or any other proof of purchase and the declaration of the product;
3. Claim request confirmation is filled out by the person authorized to receive claim requests in 4 copies;
4. The item for which you are filing a claim request should be delivered to the person in charge of processing claim requests.

The seller is obliged to inform the Customer about the decision in written or electronic form no later than 8 days from the day of receiving the claim request. The decision must include the decision on whether the claims request is approved or declined. The decision about the claim request must be reached within 15 days of receiving the request.

In case the claim request is declined as ungrounded, the product will be returned to the consumer to the address provided in the warranty claim. If the consumer fails to receive the product within 30 days from the date of being notified about the declined request, the seller will be authorized to decommission the product.