COMPLAINT PROTOCOL

Seller

Vačice Sleepwear, spol. s r.o.
Krížna 144/24, 93101 Šamorín (Slovensko)
VAT ID: SK2121232487

DELIVERY ADDRESS FOR COMPLAINTS:
Vinohradská 48, 93101 Šamorín (Slovensko)

Description of Defect

Settlement

The seller determines the settlement method (repair/replacement/refund) after expert assessment.

IBAN (for potential refund): _____

Note & Shipping:

Items must be **hygienically clean/washed**. Pilling is a natural characteristic of wool and is not a defect.

Shipping: Shipping costs for complaints are borne by the customer. Please send the package to our delivery address using a courier service.

Date: _____ Signature