PRODUCT RETURN/COMPLAINT FORM

Recipient:
MAGDIS D.O.O.
Augusta Šenoe 37,
10431 Sveta Nedelja, Sveta Nedelja,
E-mail: support@nesesser.com

Thank you for shopping at Nesesser.com. You will receive your invoice via email.

If you wish to return the delivered product and withdraw from the contract, you may return it within 14 days from the invoice issuance date.

If the product has a material defect, you have the right to file a complaint.

In the case of an incorrectly sent product, we will organize the return of the incorrect item and send you the correct product at our expense.

The process and conditions for returning products and submitting complaints are described in the General Terms and Conditions of the Nesesser online store, as well as in the Returns & Complaints section on [www.nesesser.com](http://www.nesesser.com).

For information regarding the resolution of complaints, contact us at: support@nesesser.com.

For returns/complaints, please fill in the following details and attach a copy of the invoice.

Customer/Consumer Information:

* Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Product Name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* EAN Code, LOT Number, and Expiry Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Order Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Invoice Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Reason for Return/Complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date Product Was Received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Customer/Consumer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date of Submission: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Magdis d.o.o. is committed to processing the collected data in accordance with applicable **data protection laws** and will use the collected data **exclusively** for processing the return/complaint request. The document will be retained for **2 years** if your complaint is accepted. If rejected, it will be permanently destroyed **within 15 days** from the date of complaint rejection.