

# Defective Product Report

<b>WARRANTY CLAIM: (to be filled in by the Buyer)</b> Company Name/Name/Address of the Buyer:	<b>Contact person:</b>
	<b>Phone:</b>
	<b>Mobile:</b>
<b>DNI:</b>	<b>E-mail:</b>
<b>VAT ID:</b>	<b>Domain (website):</b>

<b>Date of purchase:</b> (Invoice Date)	<b>Invoice No:</b>
<b>Subject of purchase to the warranty claim:</b>	

<b>Detailed description of the defect: *</b>
<p>*) Specify the defect in as many details as possible; specify the time and circumstances of occurrence of the defect. By doing so, you will significantly facilitate and shorten the whole process of settlement of the claim.</p>

<b>Suggested method of settlement of the claim</b> (circle one option): a) repair of the subject of purchase b) other (describe)	<b>Note:</b>
---	--------------

<p><b>The subject of purchase will be accepted for warranty claim procedure under the following conditions:</b></p> <ol style="list-style-type: none"><li>1. When requesting a warranty repair, the copy of the invoice forms an integral part of the Defective Product Report.</li><li>2. The rights of the Buyer arising out of the Contractor's liability for defects, including the Contractor's liability for defects within the warranty period, are to be exercised by the Buyer at the following Contractor's email address: <a href="mailto:presstashop@gmail.com">presstashop@gmail.com</a>.</li><li>3. The moment of delivery of an email message to the Contractor's email box is considered as the moment of making a claim.</li><li>4. The warranty claim shall be decided by the Contractor without any delay or within three (3) working days in complicated cases. Such period does not include the reasonable time needed for expert assessment of the defect, depending on the kind of product or service. Claims, including the removal of defects, shall be settled by the Contractor without any undue delay within thirty (30) days from the date of the claim, at the latest. The 30-day period from the claim may be extended by agreement between the Buyer and the Contractor – such extension must not be for an indefinite or unreasonably long period of time.</li><li>5. The Buyer notes and agrees that if the claim is unjustified, the Contractor may request reimbursement of her expenses incurred in testing and repairing.</li></ol> <p>By signing this Defective Product Report, the Buyer confirms to have been acquainted with the Commercial Terms and Conditions and to agree with them to the full extent.</p> <p><b>Date:</b> _____ <b>Signature of the Buyer:</b> _____</p>
---

**Statement made by the Contractor:**

**Date:** \_\_\_\_\_ **Signature of the Contractor:** \_\_\_\_\_