FORM 02

Complaint form

Using this form is not mandatory — you may also report a defect by a simple e-mail.

TO

Obsidian Studio
Natalia Mikulska-Yildirim
Graf-Wilhelm-Straße 28
89613 Oberstadion, Germany
info@obsidianjewels.com

FULL NAME

E-MAIL ADDRESS

ORDER NUMBER

PURCHASED ON

RECEIVED ON

DEFECT NOTICED ON

GOODS CONCERNED

DESCRIPTION OF THE DEFECT

REQUESTED REMEDY

- ☐ Repair of the goods
- ☐ Replacement with goods free from defects

If repair or replacement is impossible, has failed or is refused, you are entitled to a price reduction or to withdraw from the contract. We will inform you of the next steps after reviewing your complaint.

ATTACHMENTS — OPTIONAL

- ☐ Photos showing the reported defect

PLACE AND DATE

SIGNATURE

Signature only if this form is sent on paper. By e-mail to info@obsidianjewels.com or by post to the address above.
To withdraw from the contract without giving reasons, please use the model withdrawal form.