

The use of this form at Bergstern.ch  
is voluntary



Order No.:  
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COMPLAINT NOTIFICATION FORM /  
RECORD OF COMPLAINT RECEIPT  
AT BERGSTERN.CH CUSTOMER SERVICE CENTRE

CUSTOMER CONTACT DETAILS	<b>Full name:</b> ..... <b>Address:</b> ..... <b>Phone:</b> ..... <b>E-mail address:</b> .....
AGREEMENT DETAILS	<b>Date of purchase:</b> ....., <b>Value of item:</b> ....., <b>Item name:</b> ..... <b>Model (brand):</b> ....., <b>Size (ref.):</b> ....., <b>Other:</b> ..... <b>Proof of agreement conclusion / proof of purchase enclosed by Customer:</b> <input type="checkbox"/> receipt <input type="checkbox"/> invoice <input type="checkbox"/> warranty card (original) <input type="checkbox"/> account statement <input type="checkbox"/> certificate no.: ..... <input type="checkbox"/> other: .....
REASON FOR COMPLAINT	<b>Description of non-conformity of goods / defect / service:</b> ..... ..... ..... <b>When and under what circumstances was the non-conformity/ defect discovered:</b> ..... .....
CUSTOMER CLAIM	<b>CUSTOMER CLAIM:</b> ..... <input type="checkbox"/> pursuant to the Act on specific terms and conditions of consumer sales and amendments to the Civil Code of July 27, 2002 or the Act of April 23, 1964 - the Civil Code <input type="checkbox"/> based on warranty terms and conditions

For information on how your complaint has been resolved, call +48 61 895 57 88 or send an e-mail to [contact@bergstern.ch](mailto:contact@bergstern.ch).

No response from the retailer within 14 days shall mean that your complaint has been admitted and that your claim is being fulfilled.

I have been advised that the use of this form is voluntary and that I may submit my complaint in another manner I find convenient.

Customer signature: .....

RETAILER RESPONSE	<b>How was the complaint resolved:</b>          
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\* delete where inappropriate