

Complaint form

Order identification:

Order number:

Buyer (consumer):

Name and surname:

Full address:

E-mail address:

Phone number:

Name of product:

Number of pieces:

Reason of the complaint:

Does not work Defective display Unable to charge Damaged goods

Other:

Describe the fault:

Preferred remedy:

Repair the goods Change the goods for new ones

Refund to account number:

IBAN

Date:

Buyer's (consumer's) signature

How to proceed?

1

Pack the goods you are lodging a complaint about very carefully, ideally in a strong package, so that the contents of the shipment do not get damaged during transport.

2

Place the filled-in complaint form inside the shipment and also attach a copy of the tax document (invoice).

3

Insure the shipment for the appropriate value and send it by any carrier to the following address:

ARMODD GmbH, Königstraße 80, 70173 Stuttgart, Germany

4

As soon as we receive the shipment from you, we will process the complaint within 30 calendar days and then we will contact you by e-mail about further details.

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You can complain about goods purchased from us within 24 months from the date of purchase.

Do not send the goods you are lodging a complaint about cash on delivery. The shipment will be automatically returned.

Further information can be found at www.armodd.com in the Complaints Procedure section.