

**DIVERSUS RES d.o.o.**

Seat of DIVERSUS RES d.o.o.: Frankopanska 6, 10 000 Zagreb

Phone: 01-7777-890

E-mail: heraldi@heraldi.hr

NAME AND SURNAME OF THE CUSTOMER

ADDRESS (STREET AND HOUSE NUMBER)

ZIP CODE AND TOWN

PHONE/CELL/E-MAIL

On

In

## **WRITTEN COMPLAINT TO THE SELLER/SERVICE PROVIDER**

Pursuant to Article 10, paragraph 1, I hereby send you this written complaint regarding the product/service purchased on the following date

I have the following objection regarding this product/service:

Further to the above, I kindly ask you to remedy the said product/service.

If you are unable to remedy it, please send me a product in proper condition, or give me a refund of the paid price.

You are obliged to respond to this written complaint within 15 days of receiving the complaint.

Sincerely

Signature of the customer