

COMPLAINT FORM - complaint number:

Gift Card Holder:

Gift Card Holder:

X-BIONIC®SPHERE a.s.
Registered office: Dubová 33/A,
931 01 Šamorín
Company ID: 46,640,134
Tax ID: 2023504054
VAT ID number: SK2023504054
giftcard@x-bionicsphere.com

Name / business name:
Permanent residence / Registered office:
Company ID:
Phone:
Email:

I hereby submit the following complaint for a Gift Card purchased at the X-BIONIC®SPHERE a.s. establishment

Description of the defect, subject of the complaint, Gift Card number.....

.....
.....
.....

Annexes:

- I request my complaint be resolved as follows: (please cross out any that are not appropriate)
- repair the faulty Gift Card,
 - issuance of a new Gift Card with the same amount of funds (Balance / Credit) and validity as the Gift Card involved in the complaint.
 - in the event of an irreparable defect or a recurring defect, withdrawal from the contract.

By signing below, the Gift Card Holder confirms that he or she was instructed of his or her rights under §622 and §623 of Act 40/1964, the Civil Code, as amended, by the owner of the Gift Card.

By signing below, the Gift Card Holder confirms he or she has reviewed the Personal Data Protection Policy of X-BIONIC®SPHERE a.s., which is part of the General Terms and Condition for Using X-BIONIC®SPHERE a. s. Gift Cards.

In Dated Signature:

Given the above information, your complaint was received on behalf of X-BIONIC®SPHERE.

In Dated Signature:

COMPLETED BY THE GIFT CARD HOLDER

Complaint No.: was resolved as follows:

Honoured as follows:

Not honoured – justification:
.....
.....

The complaint was resolved on:

The complaint was resolved by / name, phone, email:

If the complaint was rejected, you may contact an expert / authorised entity registered in the List of Authorised Entities maintained by the Office for Standardisation, Metrology and Testing / or another person determined by the Gift Card owner for a professional review and assessment.

Complaint number:

Stamp and signature:

Received by the Gift Card Holder:

In Dated Signature:
