

REGARDING DEFECTED GOODS

If you received the defective Goods, please contact us – info@amberheart.eu

If the Goods purchased at the Store are not of satisfactory quality, you may either request in accordance with, and within the time-limits established by, the laws that the Seller replace the defective Goods or return the Goods. If you have identified defects of an item purchased at Amber Heart, please complete the form below and **email it to us at info@amberheart.eu**.

Please give your information:

Full name:	
Address:	
Phone number:	
Email address:	
Bank account No:	

Please give available order and invoice details:

Order No:	
Order date:	
Delivery date:	
Invoice No.:	

Please indicate the Goods that are not of satisfactory quality:

Name	Defect
Please, provide with detailed description of the defect, indicate the time and circumstances in which the defect has been detected, attach pictures and other related information that will help to determine the defect:	

Please, choose if you wish the Seller:

- replaces the defective Goods
- performs a refund after you return the item

Please choose one of the above options. Please note that upon receipt of your request, the Seller will evaluate the defects and the circumstances in which the defect appeared and will make a decision.

Signature:

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