

# LETTER OF COMPLAINT



Order Nr. \_\_\_\_\_  
Comapny \_\_\_\_\_  
Name \_\_\_\_\_  
Given Name \_\_\_\_\_  
Street/Nr. \_\_\_\_\_  
Zip/Place/Country \_\_\_\_\_  
Phone incl. Countrycode \_\_\_\_\_  
Phone available at daytime \_\_\_\_\_  
E-Mail \_\_\_\_\_

Returned articles *Details of returned articles*

	Article nr.	Desription	Color	Size	Pcs.
Pos.1					
Pos.2					
Pos.3					

Reason *(detailed description of returning reasons: e.g. defects, size etc.)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Substitute *desired substitutes (exchange)*

	Articlenr.	Desription	Color	Size	Pcs.
Pos.1					
Pos.2					
Pos.3					

Bank connection *for possible refund of shipping cost/article value*

Account holder \_\_\_\_\_  
Account Nr./IBAN \_\_\_\_\_  
Bank Code (BLZ) \_\_\_\_\_  
Clearing Nr. \_\_\_\_\_  
Institute and place \_\_\_\_\_  
BIC/SWIFT Code \_\_\_\_\_

Please settle a possible differnce between substitue and the returned articles by

- Gift Certificate  Refund

## Procedure

1. Complete and attach the letter of complaint
2. Pack the returning articles carefully
3. Stamp the package sufficient
4. Send package to Mavericks GmbH (Address below)