

Product Complaint Form

Customer / Sender:

Full name:
Address:
E-mail:
Phone number:

Seller / Recipient:

Company name: **Joynda s.r.o.**
Website address: **Joynda.com**
Company ID / VAT ID: **21164517 / CZ21164517**
Registered office: **Spálená 480/1, Trnitá (Brno-střed), 602 00 Brno**
E-mail: **support@joynda.com**

Claimed product:
Date of purchase:
Order / Invoice No.:

Detailed description of the defect:

Proposed resolution:

Note:

1. When asserting warranty rights, it is recommended to attach a proof of purchase or invoice (if issued), or another document confirming the purchase.
2. If the product has a visual defect, attach photos that clearly show the issue. Please send the photo documentation together with this form as an attachment.
3. When sending the goods, the buyer is obliged to pack the product in appropriate packaging to prevent damage or destruction during transport to the seller.

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Buyer's signature: