

Saracen product complaint form

Please send to: **claims@mysaracen.com**

I hereby wish to file a complaint regarding the following product(s).

Product name and type:.....
(e.g. SARACEN Eclipse 220 mm – DLC Black Diamond)

Date of order:

Date of delivery:

Order number:

Invoice number:

Customer name and surname:

Buyer's address:

Email or phone:

Description of the defect:

(state when and how the defect appeared, whether it is a defect in appearance, functionality, blade, handle, etc.)

How do you want the complaint to be resolved:

- Repair of the product
- Replacement with a new product
- Refund
- Other method (specify):

The goods were used:

- In the usual way (in accordance with the instructions for use)
- Otherwise (please provide details):

Customer signature:

Date:

Please send the product to the following address:

IQ Tools s.r.o.
Bílá 98, Bílá 739 15
Czech Republic