



**Beorol Middle East Building Hardware &
Tools Trading L.L.C.**
Dubai Investment Park 1, Plot number 598-1212,
warehouse number 15, Dubai
phone: +971 4 883 6642
office: beorolshop@beorol.ae

Complaint document number: _____

Be completed by customer:

Customer name:

Address:

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Phone:

E-mail:

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Complaint items codes (copy from invoice)

Date of purchasing (invoice):

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Customer Statement - Describe the reason for the complaint:

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Customer demand in the event that the claim is accepted (rounded selected item):

1. Replace the product with the same product 2. Replace the product with another product 3. Refund	Comment
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The customer confirms with his signature:

- To agree to treat as the date of filing the date when Beorol Middle East LLC received a registered shipment or a claim
- To agree that Beorol Middle East LLC shall submit to him by e-mail the Decision on the complaint filed within the statutory period of 8 days from the date of receipt
- To agree that in the case of justified complaint, the agreed deadline for fulfilling the claim from the complaint shall be 15 days from the day of receiving the complaint

Customer signature: _____

Completed by seller:

Date of receipt of the complaint: _____

Seller's stamp and signature: _____

DECLARATION ON SUBMITTED COMPLAINT WITH PROPOSAL OF ITS SOLUTION

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Date: _____

Signature

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Remarks

1. The product to be sent for reclamation must be clean, with a duly completed claim slip and a packed invoice or other proof of purchase. 2. In case the previous conditions are not fulfilled the complaint will not be considered. 3. The seller is obliged to reply electronically to the buyer within 8 days from the day of receiving the complaint. The seller's response must include a decision whether or not the complaint is accepted. 4. In the case where the complaint is rejected as unfounded, the customer shall return the advertised product to the address stated in the complaint sheet. If the consumer does not take over the advertised product within 30 days from the day of receipt of the notice of rejection, the seller is authorized to spend the advertised product.
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