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## Returns Form for Faulty Goods

Order No.: .....

Date of Order: .....

Delivery Date: .....

Name and Family Name of the Consumer.....

Address of the Consumer: .....

Telefonska številka naročnika: .....

E-mail of the Consumer: .....

### SPECIFICATION OF THE FAULTY GOODS:

Item no. + Quantity+ Nature of the Fault

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If found to be faulty (please choose)

- Replacement
- Refunding/Partially Refunding to Bank Account No.: .....
- Purchase price reduction
- Repairing

I hereby declare that the information provided is true and correct. I agree with inspection of court expert for textile/leather/fur in case of questionable claim.

Warning: • The form must be accompanied by the product and a copy of the invoice or no. of the online order

Date:.....

Signature:.....



Claim Solution:

\_\_\_\_\_

Date of notification and claim solution

\_\_\_\_\_

Signature of the person in charge

\_\_\_\_\_

Date and Signature of the Consumer

Notice of processing your personal data: ASG d.o.o. will process your personal data only for the purpose of resolving complaints. If you do not provide the information defined in the complaint form as mandatory, we cannot carry out a complaint procedure. In relation to your personal data, you have the right to access the data, the right to rectification, the right to erasure (the "right to be forgotten"), the right to restrict processing, the right to object and the right to data portability. To exercise these rights and if you have any complaints, please contact us at [info@feniks-obutev.si](mailto:info@feniks-obutev.si). If you believe that the processing of personal data violates the provisions in the field of personal data protection, you have the right to lodge a complaint with the Information Commissioner. The data can be stored until the expiry of the legal deadlines related to the resolution of the complaint and after that they are deleted, destroyed, blocked or anonymize. ASG d.o.o. undertakes to process and protect the data in accordance with the Personal Data Protection Act and the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council. The general conditions for claiming faulty goods are available at <https://feniks-obutev.si>. In case of additional questions, you can contact us at [info@feniks-obutev.si](mailto:info@feniks-obutev.si). For more information regarding your order, visit <https://feniks-obutev.si>. We will respond to your complaint within 15 days. More information is available in the General Terms and Conditions. ASG d.o.o., Avčinova 4, 1000 Ljubljana, Slovenija; VAT ID: SI41937023; Registration number: 5421799.