APPENDIX NO. 2

GOODS COMPLAINT FORM

(Under the Bulgarian Act on the Provision of Digital Content and Digital Services and on the Sale of Goods)

To: GBM Commerce EOOD

Email / Address: info@botanika.bg | 10 Poruchik Nedelcho Bonchev Street, Warehouses 4–6, Sofia, Bulgaria

From: _____

Correspondence address: _____

Contact telephone: _____ Email: _____

I hereby submit a complaint concerning a product purchased from the online store www.botanika.bg:

Name of goods: _____

Order / invoice / delivery note number: _____

Date of receipt of the goods: _____

Description of the identified lack of conformity / defect:

_____

_____

Preferred remedy for the complaint:

- ☐ Free repair of the goods
- ☐ Replacement with new goods in conformity with the contract
- ☐ Proportionate price reduction
- ☐ Termination of the contract and reimbursement of the amount paid

Attached documents / photographs: _____

Signature: _____

(only if submitted on paper)

Date: _____