



PE POST OF SERBIA, BELGRADE
 SERVICES AND SALES FUNCTION
 Srbijamarka Sector
 Takovska 2, 11120 Belgrade, PAK: 135403
 T: 011 3063 260
 E:srbijamarka@posta.rs, www.posta.rs

COMPLAINT REQUEST NO. _____

Per fiscal invoice no. _____, dated _____, 20__, the consumer hereby makes the complaint regarding the following goods/products:

Name and price of the item _____

Fiscal code _____

*Reason for complaint _____

Name and price of the item _____

Fiscal code and SAP ID _____

* Reason for complaint _____

*First and last name of the consumer _____

*Address and contact phone number _____

*Signature _____

* Date of submission of the request: _____

How to resolve the complaint (choose one of the offered options):

Replacement for the same or similar product/goods

Refund (enter CA number)

NOTES:

- This document must be accompanied by a fiscal receipt or other proof of purchase (copy of invoice, slip, etc.), and if possible, the packaging of the goods, i.e. the product.

- The deadline for responding to a complaint is 8 (eight) days from the date of receipt of the complaint.

- The deadline for resolving a complaint, in accordance with the response to the complaint, unless extended in accordance with the law, cannot be longer than 15 (fifteen) days from the date of filing the complaint.

**To be filled out by the consumer*

**** RESPONSE TO THE STATEMENT OF COMPLAINT**

Complaint status Complaint accepted
 Complaint not accepted

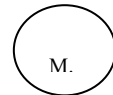
Method of resolving the complaint _____

Explanation in case of complaint rejection _____

Legal remedy:

The user has the right, in the event of a complaint being rejected, to initiate an out-of-court consumer dispute settlement procedure before the competent bodies for out-of-court consumer dispute settlement in accordance with the list published on the website of the competent ministry.

Authorized person _____



*** Response to be provided by the Post*