

FILING A COMPLAINT



Kolodvorska ulica 3, 9240 LJUTOMER

www.murales.si

Order number:

Invoice number:

Date of delivery:

Description of defect: _____



Photos of the defect must be enclosed to the complaint.

Date:

Signature:

Form filling instructions

- All fields in the complaint form are mandatory.
- The description of the defect must be sufficiently detailed and precise to assess the damage.
- In case of any missing materials, please indicate the exact names of the missing parts.
- Any incomplete forms will be rejected.
- Please send a completed form to: sales@murales.si
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Excerpt from the warranty certificate

THE WARRANTY DOES NOT APPLY:

- In case of unsuitable cleaning or use of an inadequate cleaning agent or unsuitable maintenance of a varnished, upholstered or other types of product surface;
- If no packaging is provided in case of a physical damage;
- For any malfunctions resulting from an improper installation, fall or poor maintenance,
- For any damage caused to veneer or solid wood surfaces due to humidity (by liquid pouring) or excessive temperatures (by ironing or various hot objects);
- In case of defects caused by force majeure;
- In case of a warranty certificate being invalid or documents being incomplete at the time and place of purchase;
- For minor discrepancies in colour, which cannot be the subject of a warranty since wood is part of nature and because of its unique structure, the treatment of its surface is slightly different every time;
- In case the furniture is used in abnormal conditions (see instructions).

In case a complaint is proven to be unjustified, all incurred costs shall be borne by the customer.

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