



OREN s.r.o., Droužkovická 324, 431 21 Údlice, Czech republic. ID-No. 60279591, VAT-No.: CZ 60279591  
E-shop owner

# www.drills-oren.com

### Contact information:

First name and surname*	
Company	
Telephone *	
E-mail *	

### Information about claimed goods: *fill either ordering No. or exact specification of the goods*

Ordering No.:	Quantity:	Type and specification of the goods
Date of purchase:	Invoice No. or Order No.: *	
Complaint reason (description of the problem)		

*Filling boxes with\* is essential for the complaint.*

### Select the preferred way of resolving the complaint:

Goods replacement      Refund

Address for sending the replaced goods:	
Bank account for the refund	

The claimed goods do not need to be sent if sufficient photo documentation is attached to the completed form. Take 2-3 photos of the claimed goods. **It must be clear what kind of goods it is** (it has visible e.g. ordering No., description stamped on the shank or enclosed package with label) **and visible detail of the damaged part** (e.g. broken part, tip damage, etc.)

Complaint date:

Customer's signature

Send the completed form together with the photographs to [sales@oren.cz](mailto:sales@oren.cz)

You will receive our confirmation of the receipt of your complaint in less than 3 working days..  
If necessary, call the mobile No.: +420 722 058 479.