



ONLINE COMPLAINTS FORM

Your Title/ Name/ First Name:

Your age:

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or Above
- Prefer Not to Answer

Your gender

- Male
- Female
- Prefer Not to Answer

Your nationality:

Your Address, Street Name & Number:

Zip Code & City:

Your Country of residence:

Your phone number: _____

Your email address: _____

Are you:

- The buyer of the goods
- Other (friend, neighbor, family, etc), please give the buyer's name and address, your relation to him/her and specify why you filed a complaint in him/her name:

You have bought the product or service about which your complaint is:

- For personal use
- For professional use (resell)

You have bought the product

- At home
- In the house of another person
- At work
- In other circumstances, please specify: _____

Date of the purchase:

Place of purchase (street name and number, zip code/ city and country):

Nature of the purchased product and brand:

Price of the product (in EURO):

Means of payment:

- Cash
- Credit/Debit Card
- Money transfer
- Other, please specify

Name of the distributor, if known:

You wish to complain for the reason that:

- The product has not been delivered
- The product doesn't correspond to your order
- The product is defective
- The user's manual isn't provided
- The price is not in compliance with the given advertisement/information
- The quality of the product doesn't reach your expectations or has been overrated in the advertisement/brochure
- The payment conditions were unsatisfactory/abusive
- The manufacturer's warranty is unsatisfactory/lacking
- The reimbursement /exchange conditions were unsatisfactory or absent
- The reimbursement you received doesn't correspond to the paid price
- The reimbursement/exchange of your product has been denied for insufficient reasons
- Some additional costs are not justified, please specify:

- You have been morally abused or pressured
- Other, please specify:

Please sum up the circumstances and reasons of your complaint, by giving all relevant additional information not specified in the questions above.

Please attach all relevant documents related to the complaint (invoice, photo of the product, etc) **and send them back to us.**

By email at complaints@seldia.eu



By post at:

Seldia complaints treatment service
Avenue de Tervueren 14
B- 1040 Bruxelles, Belgium;
fax : +32 (0)2 736 34 97

For any question, don't hesitate to call us:
+32 (0)2 736 10 14