

# APPENDIX 1

## COMPLAINT FORM



Please, complete and send this form only if you want to lodge a complaint concerning the goods.

— sway Sports & Health GmbH

A company organised and existing under Austrian law with its registered office at Aufeldgasse 66, 3400 Klosterneuburg, Austria, commercial register number FN526072K, VAT ID ATU75122056, registered in the commercial register of the Korneuburg District Court.

[claims@sway.at](mailto:claims@sway.at)

Hereby, I announce that I am lodging a complaint about the goods ordered by means of the online shop <https://www.hairlovers-women.com>:

Product (with quantity)

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Product (with quantity)

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Product (with quantity)

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Name and surname

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Address

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Phone number

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Email

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Account number for financial settlement

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Store receipt number

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Order number

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Date of sale

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Defect description

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Preferred method of settlement of the complaint

Replacement\*    Reimbursement of purchased price\*

\*Delete as not appropriate

Signature of claimant

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Date

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