

COMPLAINT FORM

Was something different than you expected?

If so, we'll need a few information first. Please tell us:

Your order (invoice) number:

Name and surname of the purchaser / Company:

Contact information (in case it's different from the original order):

Which product does the complaint concern? (name or code of the product)

What is the reason for your complaint?

Defect of the product, description of the defect:

How do you prefer to resolve the problem?

Repair

Replacing the product with delivery costs covered by Dinair

Voucher

Product missing from order, specifically:

How do you prefer to resolve the problem?

Replacing the product with delivery costs covered by Dinair

Voucher

Additional information:

Have you received a different product or do you have any questions about filing complaints? Send an e-mail to info@dinair.cz and we'll answer all your questions.

If you're sending products along with your complaint, please, send them to the address:

DINAIR Central Europe Ltd. – branch, Bořivojova 878/35, 130 00 Prague 3, Czech Republic

Thank you for your information! We'll handle your complaint and get back to you as soon as possible.