



Natura

Filled by Natura	Company/ Order number	Shipping date

COMPLAINT FORM

Invoice number	
Product	
Number of units	
Complaint details (Please put in as many details as possible)	
Proposed solution	
Date of receiving the products	
*Have you inspected the condition of the parcel upon delivery?	
Have there been any damages to the parcel? If yes, have you reported them to a courier?	
Proposed date of processing the complaint	

BUYER

Company name	
Address	
VAT number	
Contact person + tel. number	
Date and signature of the person filing the complaint	

**FPHU Natura makes sure that each parcel is secured in the following way: each box is firmly taped on each side, wrapped in stretch foil and a company sticker is attached to the top of the box, which includes the information of the content of the box.*

Filled by Natura	
Complaint reason	
Product size/ Production method	
Printing / Colours	
Number of units/ packing details	
Order/ Sales	

1. FPHU Natura is not responsible for delayed delivery time.
2. The standard time for processing a complaint is 7 working days from the date the products details in the complaint form an the correctly filled complaint form reached FPHU Natura.
3. In the event of a complaint where damage to the goods occurred during the delivery of the products, we require a scan of the damage report written in the presence of a courier.