**Defective product**

Addressee: Dinnyés István EV

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Respected \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(business name)! I hereby declare my claim for compensation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date the error was detected) day regarding the incident below: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date) ordered \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (product name) from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ website.

Order ID number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1 After using it for the first time/unpacking it, I noticed that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2 To solve the problem, I would like to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

3 I attach the following documents to prove the facts I have presented: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

I await your response regarding the correction of the error/problem as soon as possible.

I would like it if \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date) we could find a solution.

*1 Short introductory paragraph – clearly identify the product that is the subject of the complaint. If possible, include dates (order, receipt, etc.), location, product characteristics, and transaction-related identification numbers.*

*2 Please indicate what specific problem you have with the product. Explain your problem in detail! For example: it does not work properly, it was defective upon receipt, or even a hidden defect can be a reason for a complaint.*

*3 Make a proposal about what you want from the company, how they will fix the problem. Describe in detail what kind of solution you want: this can primarily be a repair or replacement; or if they do not undertake these or their fulfillment is not possible, or if they undertake them, but the repaired or replaced product is defective again: price reduction, withdrawal (refund of the full purchase price).*

*4 The company must strive to repair or replace the defective product within fifteen days. (19/2014. (IV. 29.) NGM Decree 5. §) 7 If the matter is not resolved satisfactorily after this, I also envisage exercising the right of withdrawal based on Act V of 2013 (Ptk.) Section 6:159. (2) paragraph b.) due to defective performance.*

For further details and consultation regarding this matter, I am happy to be at your disposal at the following contact(s):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dated:

Name:

Address:

Sincerely: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_