

# complaints and warranty claims



Something not right? Quality is one of our key priorities, so we genuinely regret when something goes awry. Handcrafted natural materials can present anomalies that are difficult to identify through our stringent quality control systems, and may become apparent only later. We are here to find a satisfactory solution!

## YOUR DETAILS:

First and last name, or your ID (if a legal entity)

Address

Phone number, email address

Tax invoice number

## TO RETURN GOODS, PLEASE:

1. Place undamaged goods into original protective material and outer packaging, and include this cancellation document.  
If your complaint is a result of poor quality, please attach relevant photographs (attachments on the next page)
2. Send the goods to TON at the following address: TON a.s., Michaela Thoneta 148, 76861 Bystřice pod Hostýnem, Czech Republic.
3. The most important bit is finished – thank you! If you need more information, please see our Terms and Conditions.

## TYPE OF COMPLAINT:

1. Poor quality / damage

2. Missing pieces

3. Other – please specify

## PRODUCT DETAILS:

\* information provided on the invoice

product number	product name	variant	number of returned items	from total checked by me	from total listed on the invoice
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## YOUR PREFERENCE FOR RESOLVING THE PROBLEM:

1. Discount on the purchased goods (and I keep the goods as they are)

2. Discount on a future purchase (and I keep the goods as they are)

3. Exchange for a new product

4. Repairs to be done by TON

5. Repairs to be done by me

6. Other – please specify

## ADDITIONAL INFORMATION/COMMENTS:

Place

Date

Customer signature

# attachments:



Upload photographs by clicking into one of the image fields below. Use the text field above an image for an image label/comment. If you need to attach more images than the form allows, please email them to us at [info@ton.eu](mailto:info@ton.eu).

**To evaluate your claim, we need the following visual information:**

- a. Photograph of the **whole product**.
- b. Photograph showing the **problem in detail**. When taking this image, include a common object that will indicate the size of the problem, such as a finger, a pen or a ruler.
- c. Photograph showing the **textile label found on the bottom** of the product.
- d. If the problem is **immediately evident during unpacking**, and the **packaging is damaged** (torn, bent, dented), photograph the damaged packaging. If the packaging is not damaged, then photograph the **undamaged packaging**.

Please label each photograph to help our team understand the specific problem. First use a number to indicate which product from those for which you are reporting a problem the photo pertains to (for example 1 and 2 if you are submitting a claim for two products), and then use a letter that corresponds to the list above – i.e. 1a, 1b, 1c, and 2a, 2b, 2c.

Thank you for the information provided above.  
We are confident that we will find a satisfactory solution.

The TON team