

COMPLAINT LETTER

To know the terms for the lodging of the complaint and the response time, consult the Carta dei Servizi (Service Charter) at the following link: www.smsmilano.it

REGISTRY

Complaint from:

First Name and Surname/Business Name.....Fiscal Code/ VAT
Number..... Address (street/square).....House number.....
Postcode.....Town.....Province.....State..... Legal
Representative.....

Indicate an address in case further information are required e-mail address.....
Telephone 1.....Telephone 2..... Fax.....

POSTAL SERVICES

Description of the sending
Place of coupon purchase (town/selling point).....
Number of coupons purchased.....
Date of the postcards shipment.....
Place of card or cards shipment.....
Shipment costs.....

Sender's details (to be filled in only if different from the complaints submitter)

First Name and Surname/Business
Name.....
Fiscal Code/VAT Number..... Address (Street/Square).....House
number..... Postcode.....Town.....Province..... State.....

Receiver's details (to be filled in only if different from the complaints submitter)

First Name and Surname/Business Name.....
Fiscal Code/VAT Number.....
Address (Street/Square).....House number.....
Postcode.....Town..... Province..... State.....

Reasons for the claim (it is possible to select more than one reason)

- ☐ Not delivered/missing
- ☐ Delayed delivery
- ☐ Tampered with
- ☐ Total or partial damage
- ☐ Other (please use this space to describe any other reason/facts subject of complaint)

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Mode of sending the response

By Letter Telephone Fax e-mail

Failure to complete the fields or the omission of any attachment may result in the inability to reply to the claim

TERMS OF REPAYMENT

- ☐ Bank transfer Account holder.....IBAN.....
- ☐ Cheque Delivery address

Information under article 13 of the d.lgs (legislative decree) 196/2003 and UE Regulation 2016/679

S&MS s.r.l., data controller, informs you, in accordance with the personal data protection Code, that your details will be used for assistance/claims management purposes treatment or quality surveys on their products/ services.

Clients's signature.....