

IF YOU WISH TO SUBMIT A COMPLAINT CONCERNING ANY NON-CUSTOMIZED GOOD PURCHASED THROUGH TONFLY E-SHOP, PLEASE FOLLOW THE PROCEDURE BELOW:

STEP 1: Fill the form and send it to the email addresses info@tonfly.com and assistance@tonfly.com .
Our Customer Service will handle your claim and get back shortly.

STEP 2: Ship your item(s), including a printed copy of the form, to the address :
Tonfly s.r.o. - Cintorinska 29/18 - 95803 Partizanske - SLOVAKIA (EU) - Phone +421 38 748 7070

Before submit a complaint, we recommend to read our Terms and Conditions.
https://www.tonfly.com/docs/General_Terms_and_Conditions.pdf



COMPLAINT FORM

For TONFLY E-shop goods

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IF YOU HAVE A COMPLAINT CONCERNING GOODS PURCHASED FROM THE TONFLY E-SHOP, FILL OUT THIS FORM CAREFULLY AND DELIVER IT TOGETHER WITH THE GOODS TO THE ADDRESS:

Tonfly s.r.o. - Cintorinska 29/18 - 95803 Partizanske - SLOVAKIA (EU) - Phone +421 38 748 7070

ORDER NUMBER

CUSTOMER FULL NAME

ADDRESS

INVOICE NUMBER

NAME OF GOOD/GOODS

EXACT DESCRIPTION OF THE DEFECT

SIGNATURE