

## Complaint form

### Was something different than you expected?

If so, we'll need a few information first. Please tell us:

Your order (invoice) number:

Name and surname of the purchaser / Company:

Contact information (in case it's different from the original order):

### Which product does the complaint concern? (name or code of the product)

### What is the reason for your complaint?

Defect of the product, description of the defect:

#### How do you prefer to resolve the problem?

Repair

Replacing the product with delivery costs covered by Notino

Voucher

Product missing from order, specifically:

#### How do you prefer to resolve the problem?

Replacing the product with delivery costs covered by Notino

Voucher

### Additional information:

If you decide to file a complaint, contact us at the e-mail address [info@notino.ie](mailto:info@notino.ie) or the phone number 081 800 2648, so that we can make all the necessary arrangements for you.

### Thank you for your information!

We'll handle your complaint and get back to you as soon as possible.