

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
- Voucher

Product missing from order, specifically: _____

How do you prefer to resolve the problem?

- Replacing the product
- Voucher

Additional information:

Have you received a different product or do you have any questions about filing complaints? Send an email to shop@kubicekballoons.eu and we'll answer all your questions.

If you're sending products along with your complaint, please, send them to the address:

shop.kubicekballoons.eu, BALÓNY KUBÍČEK spol. s r. o., Jarní 1003/2a, 614 00 Brno

Thanks you for your informations.

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