

COMPLAINT TO THE OPERATOR REGARDING DELAYED DELIVERY

Company	Name of the company	
	Address	Postal code and city
Reason for the complaint	Product for which the order was placed (internet or telephone connection)	
	Date on which the product was ordered (time and place)	
	<input type="checkbox"/> Delivery time specified in the connection contract	. .20
	<input type="checkbox"/> Delivery time promised orally	. .20
Description of events		
Claim	The ordered product _____ days, which I consider to be a reasonable time must be delivered within _____	
	<input type="checkbox"/> I demand that the contract be cancelled if the ordered product is not delivered within the additional time specified above	
	I claim standard compensation at the _____ € for each week of delay. (The minimum amount of standard compensation is 20 € / amount of _____ week, the maximum total amount is 160 €)	
	In addition to standard compensation, I claim:	
	_____ € in travel expenses	
_____ € in telephone expenses		
_____ € other expenses, specify _____		
_____ € total		
Claimant	Name	
	Address	Postal code and city
	Telephone	E-mail
	Bank and account number to which compensation is to be paid	
Date	Time and place	

I expect a response within two weeks.