

# COMPLAINT FORM

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Subject: complaint regarding order no. \_\_\_\_\_

I, the undersigned \_\_\_\_\_ (Tax Code \_\_\_\_\_),  
born in \_\_\_\_\_ on \_\_\_\_\_ and residing in \_\_\_\_\_  
at Via \_\_\_\_\_, phone number \_\_\_\_\_,  
email address \_\_\_\_\_

Hereby wish to submit a complaint regarding the following order:

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## ORDER DETAILS

- Order number: \_\_\_\_\_
- Order date: \_\_\_\_\_
- Date of product(s) receipt: \_\_\_\_\_
- Product details: e.g. "white gold ring with diamond":  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Product code: \_\_\_\_\_
- Product quantity: \_\_\_\_\_
- Unit price: \_\_\_\_\_
- SKU code: \_\_\_\_\_

**TYPE OF COMPLAINT** (select one or more options):

- Damaged product: the product arrived damaged (e.g. scratches, breaks, malfunctions)
- Defective product: the product has a manufacturing defect and does not function correctly

- Non-compliant product: the received product is different from what was ordered
- Missing product: one or more items were not delivered
- Shipping issues: excessive delivery delay, lost package, damaged packaging
- Other (please specify):

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**DETAILED DESCRIPTION OF THE ISSUE**

Please clearly and thoroughly describe the issue, indicating when it occurred and any useful information for resolution.

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