

## Complaints Form for Consumers

|   |                                   |                        |                               |                     |
|---|-----------------------------------|------------------------|-------------------------------|---------------------|
| Contact detail  | Full name                         |                        | Username at PS Onlineauctions |                     |
|   | Email address                     |                        | Telephone number              |                     |
| Complaint form applies to                                       | Date of purchase (YYMMDD)         | Date of fault (YYMMDD) |                               | Invoice or item no. |
|   | Name of PS contact person         |                        |                               |                     |
|   | Describe what has happened        |                        |                               |                     |
| Attach on or more pictures showing the fault/damage on the item |                                   |                        |                               |                     |
| Preferred outcome   | Please describe preferred outcome |                        |                               |                     |
| Date  | Date (YYMMDD)                     |                        |                               |                     |

|   |   |  |  |  |
|---|---|--|--|--|
| Complaint of item<br>(will be filled out by PS) | The complaint is approved and PS Auction will fix/repair the fault/damage as described below<br>The complaint is rejected because (See the field below) |  |  |  |
| PS Complaints manager                           | Name and Date (YYMMDD)  |  |  |  |

Send the form and any images to [complaints@ps.se](mailto:complaints@ps.se)  
Or send it by mail to PS Auction AB, Kindsvägen 44, 512 50 Svenljunga, SWEDEN