

Complaint form for ZSE Drive services – customer

Číslo Zmluvy o poskytovaní služby ZSE Drive _____

Číslo karty _____

Provider (hereinafter only as “ZSE Drive”):

ZSE Energetické služby, s.r.o., Čulenova 6, 811 09 Bratislava

CRN: 52 820 203, **TAX ID:** 2121163154, **VAT ID:** SK2121163154

Registered in the Companies Register of City Court Bratislava III, Section: Sro, Entry No.: 142010/B

Postal delivery address: Čulenova 6, 811 09 Bratislava

Contact deta 0800 555 800, elektromobilita@zse.sk, www.zsedrive.sk

Bank details: Tatra banka, a.s.

IBAN: SK28 1100 0000 0029 4826 5918, BIC: TATRSKBX

Customer (hereinafter only as the “Customer”):

Given name and surname

E-mail

Phone

Residence

Date of birth

Postal delivery address to which the notice will be sent

☐ same as the address of permanent residence

Postal delivery address

Subject of the complaint (as per Article X. Submitting complaints, Clause 10.2 of the Business Terms and Conditions of the ZSE Drive Service):

☐ Quality of provided Service;

☐ Non-functional RFID Card;

☐ Billing of provided Service;

☐ Other detected faults.

Complaint description: (description of incorrectly provided Service and justification of the complaint along with potential documents and other significant circumstances relevant for assessing the complaint; if complaints are related to invoices, identification details of the invoice in question and the variable symbol are necessary as well):

ZSE Energetické služby, s.r.o. hereby confirms the receipt of a written complaint, which will be handled in line with valid Business Terms and Conditions of the ZSE Drive service (“BTC”) and ZSE Energetické služby’s Claims and Complaints Conditions. As the handling of the complaint requires expert assessment, the Customer will receive the document about the complaint’s handling within 30 days from its filing.

Warranty conditions are governed by the valid BTC and ZSE Energetické služby’s Claims and Complaints Conditions.

On behalf of the Provider the termination was accepted:

Place

Date

Given name, surname

Signature

On behalf of the Customer:

Place

Date

Given name, surname

Signature