

Complaint form for ZSE Drive services – customer

Číslo Zmluvy o poskytovaní služby ZSE Drive _____

Číslo karty _____

Provider (hereinafter only as “ZSE Drive”):

Západoslovenská energetika, a.s., Čulenova 6, 816 47 Bratislava 1

CRN: 35 823 551, TAX ID: 2020285256, VAT ID: SK2020285256

Registered in the Companies Register of City Court Bratislava III, Section: Sa, Entry No.: 2852/B

Postal delivery address: Čulenova 6, 816 47 Bratislava

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

Bank details: VÚB, a.s.

IBAN: SK36 0200 0000 0000 0210 7012, BIC (SWIFT): SUBASKBX

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):

Západoslovenská energetika, a.s. 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’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’s Claims and Complaints Conditions.

On behalf of the Provider the termination was accepted:

On behalf of the Customer:

Place

Date

Place

Date

Given name, surname

Signature

Given name, surname

Signature