Complaint form

An aid for making a complaint – you can also contact us without this form

I request an assessment of the defect in the goods and the handling of my complaint.

Order or document number

First name and surname

E-mail or phone

Buyer's address

Goods concerned

Description of the defect and when it appeared

Requested solution (optional)

Date completed

Free return via Packeta, code 96292028

Pack the goods, mark the parcel with the code 96292028, take it to a Packeta drop-off point and give the code to the staff. They will print and attach the label and give you a receipt. Free of charge for you. Up to 15 kg, longest side 120 cm, sum of sides 150 cm; larger goods: write to eshop@saver.sk. Address for sending another way: SAVER - brány, dvere, pohony, závory (RPL Slovakia s.r.o.), Zborovská 6, 040 01 Košice, Slovakia.

You can send the form to eshop@saver.sk. Once we receive your complaint, we will inform you of the next steps and how it is handled in accordance with applicable law.

RPL Slovakia s.r.o. | saver.sk

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