



Customer declaration

Dear ESN customer,

If you have a reason for a complaint, please fill out the customer declaration and send it back to us using our help center: www.service.esn.com/hc/en-us. We will then get in touch with you.

Personal data

| | |
|----------------------|--|
| Order number | |
| First & last name | |
| Street, house number | |
| ZIP, City | |
| E-Mail | |

Product information

| Item | Quantity | Reason for complaint <i>(see legend below)</i> | |
|------|----------|------------------------------------------------|-------------|
| | | ID | Description |
| | | ID | Description |
| | | ID | Description |
| | | ID | Description |
| | | ID | Description |
| | | ID | Description |

Reason for complaint:

- (1) Item damaged
- (2) Item missing
- (3) Wrong item/ flavor/ size delivered
- (4) Others – please briefly specify in table

With my **signature** I certify, that I have made the above statements to the **best of my knowledge and belief** and that the statements **are true** and I have **not concealed anything**.

Place & Date

Signature