

WARRANTY OR COMPLAINT REQUEST FORM

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1. PURPOSE

This form is used for requests concerning a defective product, wrong delivery, missing parts, damage during delivery, warranty or repair/restoration.

2. CUSTOMER DETAILS

Full name: _____
Telephone: _____
E-mail: _____
Address: _____

3. ORDER DETAILS

Order number: _____
Order date: _____
Receipt date: _____
Product: _____

4. TYPE OF REQUEST

- Defective product
- Wrong product
- Missing part or component
- Damage during delivery
- Warranty request
- Other

5. DESCRIPTION OF ISSUE

Please describe the issue in detail, when it was discovered and under what circumstances:

6. PHOTOGRAPHS AND EVIDENCE

For faster assessment, please attach photographs of the product, packaging, damage point, product label and any relevant document.

7. REQUESTED SOLUTION

- Repair
- Replacement
- Supply of missing part

- Price reduction
- Refund, where provided by law
- Other

8. DECLARATION

I declare that the information provided is true and accurate and I accept that NANI Home may inspect the product or evidence to assess the request.

9. DATE AND SIGNATURE

Date:

Signature:

10. CONTACT

The request may be sent to info@nanihome.gr. Personal data is processed in accordance with the Privacy Policy.

PARALEL EANT MONOPROSOPI E.P.E. | VAT No. 800701734 | info@nanihome.gr