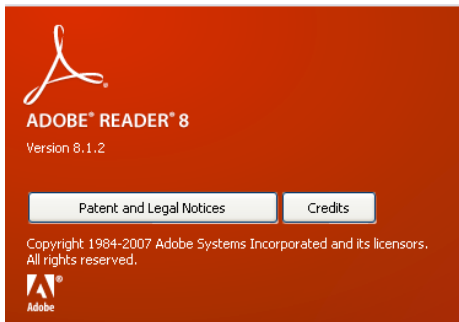# Instructions to send your online PDF complaint form

How to download the PDF Form?

1. Make sure that your Adobe Acrobat Reader is version 8 or higher. To check the version of your Adobe Acrobat Reader, select the menu Help / About Adobe Acrobat Reader.
A screen will appear showing the version number (i.e. Version 8.1.2):

If you want to download the last version of the adobe reader you can go directly to the adobe website:
http://get.adobe.com/reader/

2. Once you are sure that you have the right version, download the PDF form directly from our website:

3. Open the document and select the language of your choice:

Once you have selected the appropriate language, you should be able to see all of the text in the form translated into your language (except the selection of the language).

4. Make sure that you have read the Disclaimer and checked the box confirming that you indeed accept the terms and conditions.

5. Immediately after you will see the instructions on how to handle the PDF and the "Submit complaint" button - do not click it until you have finished filling in the form.

6. Ensure that the in the Consumer details you select the country in where you are resident in – this will be the ECC Centre which will contact you in case there are any questions.
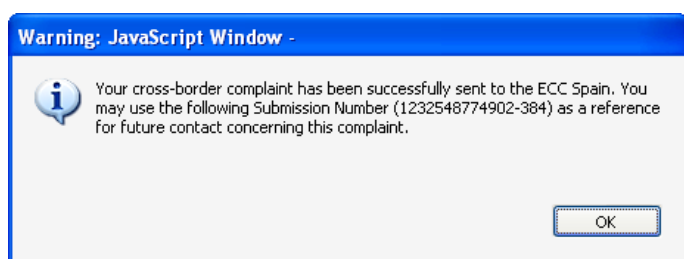

Consumer details

Surname*	Beristain
Country of residence*	Austria
Address [1]	

7. Once you submit your complaint you will see the following message appear:

Warning: JavaScript Window -

Your cross-border complaint has been successfully sent to the ECC Spain. You may use the following Submission Number (1232548774902-384) as a reference for future contact concerning this complaint.

OK

Note: Adobe Acrobat Reader version 9.3 and 9.4 users might experience problems to submit the form. An alert box might appear. The following workaround is proposed to finalize the submission:
- *After clicking on the "submission button", an alert box might appear to ask to authorise the submission. Click on the "authorise" button.*
- *Another alert box says that it is not possible to connect to the server. Click "ok".*
- *A new bar with yellow buttons appears at the top of the window. Click the "options" button and select "Approve this document".*
- *Save the form and click the "submit" button again.*

8. If there is a connection problem the following message will show up.
We advice you to try again later and verify your internet connection.

Warning: JavaScript Window -

The system can not connect to the Commission Server. Please, verify that your internet connection is active or retry again later. If the problem persist, please follow instructions presents in the guideline documents link in the header of this form.

OK