



....., dn..... 20.... r.

CUSTOMER COMPLAINT FORM

First name and last name.....
Adress:
e-mail:
phone.
Bank account number.....

SUBJECT OF A WARRANTY CLAIM:

Date of purchase of the goods.....
Product name.....
Receipt/invoice number.....
Warranty card number.....
Total value of the goods..... zł

NOTIFYING A WARRANTY CLAIM (description of the defects and the circumstances of their occurrence):

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When defects have been identified.....

THE ADVERTISER'S REQUEST:

- replacement of items free of defects,
- removal of the defect,
- price reduction,
- withdrawal from the contract.

.....
(legible signature of the advertiser)

GENERAL TERMS OF COMPLAINTS

1. The seller is liable to the customer if the goods sold have a physical defect, which consists in the non-compliance of the sold item with the contract. In particular, the item sold is inconsistent with the contract if:
a) does not have properties that this type of thing should have due to the purpose specified in the contract or resulting from the circumstances or from the intended use;
b) does not have the properties that the seller assured the buyer about, including by providing a sample or pattern;
c) is not suitable for the purpose of which the buyer informed the seller at the conclusion of the contract, and the seller did not raise any objections as to its intended use;
d) was delivered to the buyer incomplete.
2. The Seller is liable for the non-compliance of the goods with the contract only if it is found within two years from the delivery of the Goods to the Customer. This period starts again when the product is replaced.
3. The complaint should be submitted in writing and sent/delivered to the address of the Seller's registered office - at the expense of the Buyer immediately after finding the non-conformity of the goods with the contract and no later than 14 days from finding the non-conformity.
4. The reduced price should be in such proportion to the price resulting from the contract, in which the value of the item with the defect remains to the value of the item without the defect. – art. 560 § 3 k.c.
5. The customer may withdraw from the contract, unless the seller immediately and without undue inconvenience to the customer replaces the defective item with a defect-free item or removes the defect, this limitation does not apply if the item has already been replaced or repaired by the seller or the seller has not fulfilled the obligation replace the item with a defect-free item or remove the defect – art. 560 k.c.
6. The Seller undertakes to consider the complaint within 14 working days from the date of its submission and to inform the Buyer about the result of the complaint. If the complaint is accepted, the goods should be sent back to the address of the Seller or the place indicated by him, together with a properly completed complaint form, warranty card and proof of purchase (**preferably the original or a copy of the VAT invoice or other unquestionable proof of purchase**).
7. The seller is obliged - at his own expense - to replace the defective item with a defect-free item or to remove the defect within a reasonable time without undue inconvenience to the customer. It is assumed that this period is up to 14 days.
8. In case of any doubts related to the complaint procedure, the Customer may obtain guidance by calling the telephone number +48 578 597 552.





SELLER'S NOTES - DECISION ON COMPLAINTS

The complaint was accepted/rejected for the following reasons:

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Date of receipt of the complaint.....

The person dealing with the complaint.....

Complaint consideration date

Further complaint procedure - information for the Customer

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(Date, stamp and signature of the Seller)

