

.....

....., day .....

(Name and Surname)

.....

(Address)

.....

( e-mail address)

.....

(Phone Number)

## COMPLAINT FORM

### INFORMATION ABOUT THE SUBJECT OF THE COMPLAINT

1. Date and place of purchase: .....
2. Purchase document number: .....
3. Warranty type: .....
4. Product: .....
5. Model: .....
6. Date when the defect was found: .....

### DESCRIPTION OF THE DEFECT / REASON FOR CLAIM:

.....

.....

.....

.....

.....

### CLAIMER'S REQUEST:

- ☐ Free repair
- ☐ Replace with a new one
- ☐ Refund of the price paid \*
- ☐ Lowering the price paid \*\*

Pursuant to Art. 8 sec. 1 of the Act of July 27, 2002. on the specific terms of consumer sale and the amendment to the Civil Code (Journal of Laws No. 141, item 1176), the claimant shall choose the request.

\* possible only when: - repair or replacement is impossible or requires excessive costs, - the seller did not replace the item with a new one or did not repair the item in a timely manner, - replacement or repair would expose the claimant to significant inconvenience.

\*\* when a defect or defects of a given part or its absence does not significantly affect the entire usefulness of the purchased product.

#### GENERAL TERMS AND CONDITIONS FOR ACCEPTING A CUSTOMER'S COMPLAINT:

1. The complaint should be submitted in writing and sent / delivered in person to the address of the point of sale.
2. The complaint covers only defects resulting from the reasons inherent in the purchased goods, provided that the Customer complies with the correct rules of use of the goods, specified in the warranty card and the instructions for use.
3. If the product has been delivered in component parts, then the Buyer has only the right to claim the defective part and not the entire product.
4. The Seller undertakes to consider the complaint within 14 working days from the date of its notification and inform the Buyer about the result of considering the complaint.
5. If the complaint is accepted, the goods (part of it) should be sent back to the address of the Seller's registered office or the place indicated by her/him, along with a correctly completed complaint form, warranty card and proof of purchase (fiscal receipt or VAT invoice).
6. The goods (its part) should be properly protected against damage during transport (goods damaged during the complaint will not be repaired or replaced under the warranty). The goods are delivered to and collected from the seller's premises or a place indicated by her/him at the buyer's expense.
7. The right to file a complaint is only valid during the warranty period, i.e. 24 months from the date of purchase.

Failure to meet the above conditions will result in the rejection of the complaint.

\_\_\_\_\_  
Legible signature of the Client

SELLER NOTES - DECISION CONCERNING COMPLAINTS	
Date of receipt of the complaint: _____ The person reviewing the complaint: _____ Evaluation date of the complaint: _____  Seller's stamp and date	Complaint accepted / denied for the following reasons..  Other complaints procedure - information for the client: