

Warsaw, 5.01.2023

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.....  
(seller's details)

### Letter of complaint

Dear Sir/Madam,

I am writing to complain about the purchase which we made on 2nd January 2023 (the order number 012/01/2023). The order concerned, among others, five park benches with backrest, 1.5 m long, green/grey colour, the catalogue number HSO123/1.5.

We discovered on 5th January a significant defect. The type and colour of delivered products does not comply with that specified on the purchase order. These benches do not have backrests. Also, they are blue/grey instead of green/grey.

Taking into consideration the nonconformity of the goods with our order we demand:

- ☐ a repair of the product / a proper performance of the services
- ☒ a replacement of products with new ones free from defects
- ☐ a reduction of the price of products / services by ..... euro
- ☐ a withdrawal from the order.



.....  
(signature)