

COMPLAINT FORM

I. Customer's details (to be filled in by the Customer)

Company name

Name and surname

Postcode Town

Contact phone Date of completion of the form

II. Subject of the complaint (to be filled in by the Customer)

Product Date of purchase

Model Sale invoice number.....

Condition: New Date of detecting the defect

Remanufactured

III. Detailed description and cause of the complaint (to be filled in by the Customer)

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IV. Customer's request (to be filled in by the Customer)

<input type="checkbox"/> Free of charge repair	<p>According to the paragraph 8.1 of the Act on „Specific Terms of Consumer Sales”, if the item is inconsistent with the agreement, the Buyer may request one of the four options available.</p> <p>*possible if:</p> <p>- free of charge repair or replacement with a new one are impossible or require excessive costs,</p> <p>- the repair or replacement would cause considerable inconvenience to the customer, he or she has the right to demand an appropriate reduction in the price or withdraw from the contract, the contract cannot be terminated if the incompatibility of consumer goods with the contract is irrelevant.</p> <p>** does not apply to cases in which the defect does not have significant influence on the product.</p>
<input type="checkbox"/> Replacement with a new one	
<input type="checkbox"/> Refund of the purchase price*	
<input type="checkbox"/> Lower of the purchase price**	

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Signature and stamp of the Customer

The conditions of submission and consideration of the Customer's complaint:

1. The complaint covers only the defects originating from causes existing in the purchased product, provided that Customer kept the rules of using the product.
2. The product under complaint, as well as a correctly filled complaint form and a proof of purchase (fiscal receipt or VAT invoice), should be sent to the Seller's address or other indicated location.
3. The product under complaint should be provided with one of the warranty certificates, ie. intact warranty seal, warranty sticker, punched numbers or warranty card.
4. The product should be adequately secured from any damage for the time of the transport (a product damaged during the shipping shall not be repaired or replaced under warranty).
5. The Seller is obliged to handle the complaint within 14 workdays from the day of its arrival and inform the Customer about the result.
6. The right to file a complaint may be executed only within the warranty period.

Failure to fulfil these conditions will lead to the rejection of the complaint.

V. The decision concerning the complaint

Date of receipt of the complaint	The complaint has been / has not been accepted for the reasons:
Date of examining the complaint	
Person processing the complaint	

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Signature and stamp of the Seller