

## COMPLAINT FORM <sup>1</sup>

Completed on: .....

*Please cross out all the points that will not be filled in with appropriate information*

1. Name and surname of the person who makes the complaint: .....
2. Address: .....
3. Telephone/e-mail: .....
4. Date of supply (delivery) of the goods: .....
5. Name of the goods the complaint is about: .....
6. Number: ..... gross unit price(s): .....
7. Proof of purchase no (e.g. receipt, VAT INVOICE): .....
8. The person making the complaint bought the goods:  
 for private use (consumer);  
 for professional use or business purposesj.
9. I make a complaint (the basis of the complaint):  
 on the basis of product warranty,  
 on the basis of statutory warranty for defects of the product.

### Please read the information in italics

*Please choose your demand prudently. We kindly inform you that the Seller can, under certain conditions, within legal boundaries, propose a different solution than the one chosen by the person making the complaint or consider another demand made by him or her. In order to carry out the complaint proceeding quickly and efficiently you can already choose the order in which the demands will be dealt with (e.g. 1-Exchange of the goods for new ones, 2-Repair of the goods or 1-Withdrawal from the contract, 2-Repair of the goods, etc.).*

*If you choose the order in which the demands should be met, please put the numbers next to the demands, starting from the first one, by marking it with digit 1, and if you choose one demand, please put X in an appropriate box.*

*We kindly remind you that the Seller has 14 days to respond to the demand made by a Consumer (this does not apply to the withdrawal from the contract), and the choice of just one demand which is unjustified or which the Seller can refuse to meet, within legal boundaries, may considerably prolong the whole complaint proceedings (the first and the following complaints), in accordance with the time limits defined in the Civil Code.*

<sup>1</sup>Based on the provisions on statutory warranty for defects of things (art. 556 et al. of the Civil Code) – the first complaint. The form allows also for making a complaint on the basis of product warranty – in such a case please pay attention to appropriate instructions. The Seller informs that the consumer can make a complaint also in a different way. The complaint will be examined in accordance with the provisions of law.

10. Demands:

*We kindly inform you that in the case of a complaint on the basis of product warranty the Customer can apply only for a repair of the goods or exchange of the goods for new ones.*

- repair of the goods;
- exchange of the goods for new ones;
- reduction of the price of the goods;
- withdrawal from contract – if the defect is significant.

*If it is not possible to exchange the goods for new ones, the Seller can propose to refund the money. If the person making the complaint expresses such intention, the goods can be exchanged for a different model with a potential obligation to pay a surcharge by the person making the complaint or refund the excess by the Seller.*

11. Amount to be reduced: .....

12.  exchange of the goods for a different model

Model: .....

size: .....

13. Description of the complaint (defects, circumstances in which they occurred), indicating the date on which the defect was detected:

.....  
.....  
.....  
.....

the date on which the defect was detected: .....

14. Please transfer the refund to the following bank account:

Bank account no: \_ \_ \_ \_ \_

*If you demand a reduction of the price of the goods, you want to withdraw from the contract, or if you express an intention to exchange the goods for new ones with the refund of the excess payment by the Seller, please fill in point 14 (obligatory).*

Additional comments:

.....  
.....  
.....

.....  
Signature of the person who makes the complaint