 Krakow …………………………..…

*(The form with the goods and the proof*

*buy, please send to the address):*

Os. 2 Pułku Lotniczego 1F/46

31-867 Krakow, Poland

**Product Complaint Form**

Please complete the following information:

|  |  |
| --- | --- |
| **Customer Name** |  |
| **Product Number /Invoice** |  |
| **E-mail** |  |
| **Bank account number** |  |
| **Complaint Information** |  |

1. Client's request (filled in by the Client)

|  |  |
| --- | --- |
| **[ ] free repair**  **[ ] replacement with a new one**  **[ ] refund of the price paid**  **[ ] reduction of the price paid** | Pursuant to the Civil Code Act of April 23, 1964 (Journal of Laws No. 16, item 93, as amended) and other generally applicable provisions of law, the claimant shall choose the request. |

…………………………………………………………………………………..

***Customer's signature***

***General conditions for submitting and recognizing the Customer's complaint:***

***1. The complaint should be submitted in writing and sent / delivered together with the advertised goods and proof of purchase to the address of the Seller's registered office.***

***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***

***instructions for use.***

***3. 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.***

Decision regarding the complaint (to be completed by the Seller)

|  |  |
| --- | --- |
| Date of receipt of the complaint | The complaint has been accepted / disapproved for the following reasons: |