

Customer Data:

Name and surname:

Order number:

E-mail:

Mobile:.....

Complaint submission date:.....

Subject of the complaint:

Product name:

Date of purchase of goods:

Would you like to use:¹

[..] from the warranty in accordance with the Regulations..

[..] non-compliance of the goods with the Agreement.

Description of the product defect:

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

Client expectations:

a) Exchange of goods for new ones*,

b) Free repair of goods*.

The complaint will be considered within 14 days of its submission. In response to the submitted complaint, the Seller will inform the Customer about the possible need to send the complained Goods if the reported problem/defect cannot be solved remotely. Please do not send the Goods without confirmation from the Seller.

*Delete as appropriate

.....

Date and legible signature

¹ Please select one option