

COMPLAINT FORM

1. Customer Data

Customer's Name: ..... ..... .....
Address: ..... ..... .....
E-mail and phone ..... ..... .....

2. Information about the item subject to the complaint - description of the defect

Goods/Service (Goods code/serial number, name): ..... ..... .....
Date of purchase of Goods/Services: ..... ..... .....
A description of the defect including the timing of the defect, possibly a description of the circumstances under which the defect occurs, it is revealed: ..... ..... .....

3. 3. in connection with Article 561 of the Act of April 23, 1964 of the Civil Code, I demand:

- repair the Goods purchased by me free of charge
- exchange the defective Goods for new Goods
- withdraw from the contract and refund the price paid\*.
- reduce the price of the Goods\*.

\*Clause: Article 560 of the Civil Code 1. If the sold thing has a defect, the Buyer may make a statement to reduce the price or withdraw from the contract, unless the Seller immediately and without undue inconvenience to the Buyer will replace the defective thing with a defect-free one or remove the defect. This restriction does not apply if the thing has already been replaced or repaired by the Seller, or the Seller has failed to comply with the obligation to replace the thing with a defect-free one or remove the defect.

Date of completing the form: .....

\* Tick as appropriate

.....  
(Customer's signature)