



Annex No. 2 to the Terms and Conditions is a exemplary form for a customer complaint form.

CUSTOMER COMPLAINT FORM

1. Customer's Information:

Customer's name and surname:
Customer's adress:
E-mail and phone number:

2. Information about the defective product – description of the issue

Product/Service (commodity code/ serial number, product's name):
Date of purchase or service:
Invoice/proforma invoice number:
Description of the issue in the moment of the incident, or a description of a situation when the issue appears:



3. In accordance with art. 561 of the Civil Code Act from April 23, 1964, I request:

- ☐ free repair of the goods I purchased
- ☐ replacement of defective goods with new goods
- ☐ withdrawal from the contract and a refund of the paid price *
- ☐ a price reduction for the goods*

*Note: Art. 560 of the Civil Code, § 1. If the sold item is defective, the Buyer may request a price reduction or a withdraw from the contract, unless the Seller immediately and without undue inconvenience for the Buyer exchanges the defective product for one free of defects or removes the defect. This limitation does not apply if the item has already been exchanged or repaired by the Seller, or if the Seller has failed to fulfil the obligation to exchange the item for one free of defects or to remove the defect.

Date of filling in the form:

* Choose the right option

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(Customer's signature)