

Annex 2 to the Online Store Regulations is an example of a complaint form

COMPLAINT SUBMISSION FORM

Customer data of the Online Store:

First and last name:
Address:.....
E-mail and mobile:

Information on the subject of the complaint - description of the defect:

Product (Product code / serial number, name):.....
Date of purchase of the Goods:
The description of the defect, including the moment of the defect occurrence, or the description of the circumstances in which the defect occurs, is disclosed:

In connection with Art. 561 of the Act of 23 April 1964 of the Civil Code, I request:

- ☐ free repair of the Goods purchased by me
- ☐ replacement of the defective Goods with new Goods
- ☐ withdraw from the contract and refund the price paid *
- ☐ lowering the price of the Goods *

* Instruction: Art. 560 of the Civil Code. § 1. If the sold item has a defect, the Buyer may submit a declaration of price reduction or withdrawal from the contract, unless the Seller immediately and without undue inconvenience to the Buyer replaces the defective item with a defect-free one or removes the defect. This limitation does not apply if the item has already been replaced or repaired by the Seller or the Seller has not satisfied the obligation to replace the item with a non-defective one or to remove the defect.

Date of completing the form:

* Tick as appropriate

.....
(Customer's signature)