**COMPLAINT FORM**

**Part 1 to be completed by the Buyer**

**Buyer: Seller:**

**Name and surname: .............................................................. Company name: .................................................................................**

**Address: .............................................................. Registered office/Place of business: ....................................................................**

**E-mail: .............................................................. Company Reg. No.: .................................................................................**

**Tel.: .............................................................. Tax Reg. No./VAT Reg. No.: .................................................................................**

 **E–mail: .................................................................................**

 **Tel.: .................................................................................**

**Information about goods**

Invoice number: .................................................................................................................................................................................................................

Name of goods, serial number (other specification in invoice): ..........................................................................................................................................................

Goods purchased through e-shop: .....................................................................................................................................................................................................

Date of goods takeover: ......................................................................................................................................................................................................................

**Brief description of the reason for the complaint**

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annexes:

photo documentation invoice/document copy complaint form defective goods

**Settlement method**

**I prefer the settlement method** repair replacement purchase price refunding discount on purchase price

*(Tick one of the boxes).*

I request to refund the purchase price to the account: IBAN ..................................................................................................................................................................

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

 Signature

**Part 2 to be completed by the Seller**

The Seller received your complaint on: ............................................................ Complaint was settled on: ......................................................................

Complaint number: ........................................................... Copy of expert opinion result sent on: ....................................................

Complaint handled by: Written call to take over benefits: ……....................................................

 Name and surname: ............................................................

 E –mail: ............................................................

 Tel.: ............................................................

The Seller shall determine the complaint settlement method:

 immediately within 3 working days in complex cases from the day of lodging a complaint within 30 days in justified cases from the day of lodging a complaint (complicated technical assessment of the condition of a product or service)

The Seller has settled your complaint as follows:

repair replacement purchase price refunding discount on purchase price other ......................................

 not recognized written expert opinion (the Buyer raised a complaint about the product during the first 12 months from its purchase) ............................................................................................................................................................................

 not recognized the Buyer raised a complaint about the product after 12 months ............................................................................................................................................................................

 In the case of a refused complaint concerning the Buyer´s goods which the Buyer raised after 12 months from their purchase, the Buyer may seek an expert opinion for such goods. ..............................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

Date........................................ ..........................................................

 Signature