

COMPLAINT FORM

1. Customer data (to be filled out by customer)

Name and surname / name of company _____

Postal code _____ City _____

Phone _____ E-mail _____ The date of the complaint _____

2. Information on the subject of complaint (to be filled out by customer)

Product _____

Date of purchase _____

Purchase ID * or order number _____

* VAT invoice number or fiscal receipt

Date the defect was found _____

3. Description of the defect / reason for the complaint (to be filled out by customer)

4. Expectation of the claimant (to be filled out by customer)

- ☐ Repair free of charge
- ☐ Replacement with a new one
- ☐ Withdrawal from the contract
- ☐ Price reduction

WARRANTY FOR DEFECTS

Art. 560. § 1. If the sold thing has defects, the buyer may withdraw from the contract or demand a reduction in price. However, the buyer may not withdraw from the contract if the seller immediately replaces the defective thing with a defect-free thing or immediately removes the defects. This restriction does not apply if the thing has already been replaced by the seller or repaired, unless the defects are immaterial.

§ 2. If the buyer withdraws from the contract due to a defect in the thing sold, the parties should return to each other the received benefits in accordance with the provisions on withdrawal from a reciprocal contract.

§ 3. If the buyer demands a reduction in the price due to a defect in the sold thing, the reduction shall be in such ratio, in which the value of the thing free of defects remains to its value calculated taking into account the existing defects.

§ 4. If the seller has made a replacement, he shall also cover the related costs incurred by the buyer.

Legible signature of the customer

GENERAL TERMS AND CONDITIONS FOR FILING COMPLAINTS:

1. Complaint may be made in writing and sent/delivered (e-mail, registered letter) to: druk24h.pl / G&G Studio Sp. z o.o. Sp.k., ul. Polna 11, 00-633 Warsaw or at address: reklamacje@druk24h.pl.
2. The complained goods should be sent back to the address of the Seller's registered office or to the place indicated by the Seller, and if possible, attach a proof of purchase (fiscal receipt or VAT invoice). Goods should be properly protected against damage during transport.
3. The Seller undertakes to consider the complaint within 14 days from the date of its submission and to inform the Buyer of the result of the complaint.

5. Seller's endorsements - decision on the complaint

Seller's stamp and signature

The complaint was accepted / not accepted for the following reasons:

Date of receipt of the complaint _____

Date of complaint processing _____