

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

Article 560

Buyer's Remedies in the Event of a Defect (Polish Civil Code)

- § 1. If the thing sold is defective, the buyer may declare a reduction of the price or rescind the contract, unless the seller, without undue delay and without causing the buyer excessive inconvenience, replaces the defective item with one free from defects or removes the defect. This limitation does not apply if the item has already been replaced or repaired by the seller, or if the seller has failed to discharge the obligation to replace the item with a defect-free one or to remove the defect.
- § 2. (repealed)
- § 3. The reduced price shall bear the same proportion to the contractual price as the value of the item affected by the defect bears to the value of an item free from defects.
- § 4. The buyer may not rescind the contract if the defect is immaterial.

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.

Legible signature of the customer

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 _____