

Attachment No. 2 to the Terms and Conditions constitutes a sample template of the complaint notification form.

COMPLAINT NOTIFICATION FORM

1. Customer Data:

Customer's First and Last Name:
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Residential Address:
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Email and phone:
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2. Information about the Item Subject to the Complaint – Description of the Defect

Goods/Service (Product Code/Serial Number, Name):
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Date of Purchase of Goods/Service:
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.....
Description of the defect, including the time of occurrence, or, if applicable, a description of the circumstances in which the defect manifests:
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3. In accordance with Article 561 of the Civil Code of April 23, 1964, I demand:

- ☐ free repair of the purchased Goods by me*
- ☐ exchange of defective Goods for a new item*
- ☐ contract withdrawal and refund of the paid amount*
- ☐ reduction of the Goods' Price*

Notice: Article 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 promptly 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 if the Seller has failed to fulfill the obligation to replace the item with a defect-free one or remove the defect.

Date of form completion:

* Check the appropriate box

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(Customer's Signature)