



COMPLAINT FORM

COMPLAINT UNDER A STATUTORY WARRANTY

| | | | | |
|--|---|--------------------------|--|--|
| erCustomer theed by comple To be | SELLER'S DETAILS | | Natural Element Sp. z o.o., ul. Biały Kamień 2/10, 02-593 Warszawa e-mail: store@phenome.eu | |
| | CLIENT'S DETAILS | | | |
| | Full name: | | | |
| | Mailing address: | | | |
| | E-mail address: | | | |
| | SALES CONTRACT DETAILS | | | |
| | Order number: | | | |
| | Sales contract date: | | | |
| | VAT invoice/receipt number and date (<i>optional</i>) or other proof of purchase: | | | |
| | PRODUCT IDENTIFICATION | | | |
| | Product description (e.g. type, model - symbol): | | | |
| | Price: | | | |
| | DEFECT SPECIFICATION | | | |
| | Defect description | | | |
| | Defect identification date: | | | |
| CUSTOMER'S DEMAND (please specify as appropriate) | | | | |
| A | Free of charge product repair (defect rectification) | | | |
| B | Free of charge product replacement with a new one | | | |
| C | Product price reduction | Amount of the reduction: | | |
| D | Withdrawal from contract and refund request (the customer may not withdraw from the contract if the defect is negligible) | | | |
| REFUND (only if product price reduction is requested or the contract is withdrawn from and refund is requested) | | | | |
| Customer's bank name and account number (possibly other form of proceeding with the refund) | | | | |
| CUSTOMER'S ADDITIONAL REMARKS | | | | |
| | | | | |
| DATE, PLACE AND CUSTOMER'S SIGNATURE | | | | |
| Place, date: | | | | |
| Customer's signature (only if this form is sent as a hard-copy) | | | | |

This form serves as an example only. A form of the complaint shall not affect its effectiveness.



Nasz sklep otrzymał certyfikat dbałości o prawa konsumentów

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