



ALERGSOVA: Quiet and Safe Sleep

ANNEX No. 6

Complaint Form



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....., date..... 20....

COMPLAINT FORM

DATA OF THE CLIENT :

Full name:

Address:

e-mail:

tel.

Bank account number

SUBJECT OF THE CLAIM:

Date of purchase of the product

Name of the product

Number of invoice

Total value of the product (PLN)

REPORTING OF THE CLAIM (*description of defects and circumstances of their emergence*):

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

When the defects were identified

COMPENSATION / REQUEST OF THE COMPLAINER

(___) replacement of the object with the one free of defects,

(___) removal of defect,

(___) decrease in price,

(___) withdrawal from the contract.

.....
(legible signature of the complainer)



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GENERAL TERMS OF SUBMITTING AND ACKNOWLEDGING THE CLIENT'S COMPLAINT

1. *The Seller is liable towards the Client if the product sold has physical defect consisting in its non-conformance to the provisions of the contract. In particular, the object sold is unconformable to the contract if:*
 - a) *has no properties that the object of this type should have due to the purpose indicated in the contract or resulting from circumstances or from the purpose;*
 - b) *has no properties that it should have according to the Seller's assurance supported with the sample or specimen;*
 - c) *it is not suitable for the purpose on which the Client was informed by the Seller at the date of the contract, and the Seller did not make any reservation as to this specific purpose ;*
 - d) *was handed over to the Buyer in an incomplete condition.*
2. *The Seller is liable for the non-conformity of the product to the contract only in the case the non-conformance was identified prior to the lapse of two years from the date of handing over of this commodity to the Buyer. This time limit runs anew in case the product was replaced.*
3. *The complaint should be submitted in writing and sent /delivered to the address of the Seller's seat, at the cost of the Seller, within one year from the date of identification of non-conformity of the product to the contract, at the latest.*
4. *The decreased price should be in such a proportion to the contractual price in which the value of the product with defect remains to the value of product without defect – art. 560 § 3 c.c.*
5. *The Client may withdraw from the contract unless the Seller, immediately and without excessive inconveniences to the Client, replaces the product with the one free of defects or he removes the defect; this reservation is not applicable in the situation where the product has been already replaced or repaired by the Seller or the Seller has not met the obligation to replace the product with the one free of defects or to remove the defect – art. 560 c.c.*
6. *The Seller takes the obligation to consider the complaint within 14 working days from the date of its reporting and to inform the Buyer on the result of this consideration. In case the complaint is acknowledged, the product should be sent back to the Seller's address or to the place indicated by him along with the properly filled up form of complaint, guarantee card, and purchase receipt (VAT invoice).*
7. *The Seller is obliged – at his own cost – to replace the defective product or to remove the defect in reasonable time without excessive inconveniences to the Client. It is accepted that this time limit amounts to 14 days.*
8. *In case of any doubts connected with the procedure of submitting complaint, the Client may get information calling +48 602 274 143 (cost of connection equal to that of the Client's operator).*



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ANNOTATIONS OF THE SELLER – DECISION CONCERNING THE COMPLAINT

The complaint has been acknowledged / has not been acknowledged due to the following reasons:

.....
.....

Date of receipt of complaint

Person considering the complaint

Starting date of consideration of complaint

Further complaint procedure – information for the Client

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.....

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(Date, seal and signature of the Seller)



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