**TEMPLATE OF THE COMPLAINT NOTIFICATION FORM**

**COMPLAINT NOTIFICATION FORM**

prepared on....................in......................................................

1. Full name of the person lodging the complaint............................................................................................................................................

2. Contact details of the person lodging the complaint:

- address: .....................................................................................................................................................

- contact phone number: ..............................................................................................................

- e-mail address: .......................................................................................................

3. Date of the product's purchase ...........................................................................................................................

4. Name of the product (type): ...............................................................................................................

5. Name of the product's producer: ....................................................................................

6. Evidence of the Sales Agreement's conclusion (e.g. receipt, VAT invoice)...........................

7. A detailed list of the product's defects: .................................................................................................................................

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8. When and in what circumstances the defects where detected: .................................................................................

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1. **The Customer's decision regarding the complaint processing:**
   1. **free-of-charge replacement with a new product**
   2. **product's repair**
   3. **price's reduction**

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*(please specify the amount)*

1. **withdrawal from the agreement (reimbursement of payment)**

To the bank account used by the Customer to make an initial transaction

To the bank account no.:................................................................

Return of cash at the Store, in which the Customer personally lodged the complaint

Transfer to the bank account, from which the payment was made using a payment card

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                                                                                                              Signature of the person lodging the complaint

*The Seller shall inform the person lodging the complaint about the result of the complaint's processing (acceptance or rejection) within 30 days after the complaint has been lodged.*