

Return form

Statutory liability complaint for consumers

The fields marked with an asterisk (*) are filled in by the consumer

Customer data:

- * First name and last name
- * Correspondence address
- * E-mail address

Data regarding the sales agreement:

- * Order number
- * Date of conclusion of the sales agreement
- * VAT invoice number / receipt and date of issue (optional) or information about another proof of purchase

Designation of the product under complaint:

- * Description of the product allowing its identification (e.g. type, symbol):
- * Price
- * Description of the defect:
- * Date of finding the defect
- * Customer request (tick appropriate):

A. Free repair (removal of defects) // B. Free exchange

// C. Price reduction (please specify the amount) // D. Withdrawal from the agreement and money back (the customer cannot withdraw from the agreement if the defect is irrelevant)

- * Money back (concerns the demand to lower the price of the goods or withdraw from the agreement and return of the money)

Bank's name and bank account number (possibly a different way of returning money):

- * Other customer comments

Date, place and signature of the customer

(if the form is sent in paper version)

This form is exemplary, and it does not affect the effectiveness of complaints submitted in a different way.

Filled in by the complaint department of the OLE.PL online store:

Number of complaint:

Date of acceptance of the complaint:

Vendor comments:

Signature of the person accepting the complaint

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