

City:.....day:.....

COMPLAINT REPORT

Prepared in connection with a complaint to the receipt/FV No. on/201....

Details of the purchaser:

Name:Street:.....

Postal code:..... City:.....Mail address:.....

Contact phone:.....

Purchase document:

Price of goods:.....Product:.....

Manufacturer:.....Date the defect was noticed.....

Detailed description of defects:.....

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Purchaser's request as to how to handle the complaint: REPLACEMENT WITH A NEW ONE, REPAIR, CASH REFUND

* Delete as appropriate

Purchaser's request as to how to inform about the pending complaint:

(a) Telephone contact b) Informing by text message c) Informing by e-mail

* Delete as appropriate

Deadline for filing a complaint :

You have one month from the discovery of the defect to file a complaint.

Claim deadline:

You have 2 months from the discovery of a specific defect to file a complaint with the seller.

Transportation:

- the goods to be claimed are sent back by the buyer at his own expense.

- If the complaint is accepted, the seller sends back the goods at his own expense - this applies to transactions

concluded at a distance. In the case of transactions concluded on the premises, the customer receives the complaint at the company's headquarters ecopicnic.pl

- in case the complaint is not accepted the goods are sent back at the expense of the buyer.

At the same time I declare that I have familiarized myself with the

"Complaint Procedure" and "Warranty Terms and Conditions".

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LEGIBLE SIGNATURE OF THE BUYER SIGNATURE OF THE EMPLOYEE

Seller's decision:.....

Justification:.....

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LEGIBLE SIGNATURE CONFIRMING RECEIPT OF GOODS OR CASH

The customer is obliged to take back the claimed goods within 14 days, after receiving the decision. In case of not collect the goods will be charged a fee of 10 PLN for each month of delay.