

Complaint Procedure

ALWERO is liable to the Client being a Consumer or a Privileged Business Client (within the meaning of TERMS AND CONDITIONS OF SHOPPING AT THE ONLINE STORE) if the Goods sold to the latter is burdened with a physical or legal defect.

Our complaint procedure contains guidelines allowing ALWERO's reaction to reported reservations to the Goods purchased by you, in the fastest manner possible that meets your expectations.

Complaints relating to the defects of the Goods can be filed within two years from their purchase.

A lot of the activities described below is recommended only. You can file your complaints in any form chosen at your own discretion. However, it must be expressly stated who files a complaint, which Goods and reservations the complaint relates to and the preferred manner of the handling of the complaint if you happen to have such.

The procedure of handling complaints, an example complaint form and the contact details of the Complaint Department are published on the Website in the "CLIENT SERVICE AND CONTACT" tab ([download the form](#)) and in the "COMPLAINT PROCEDURE" section in the footer of the Website.. Feel free to contact us should you have any additional questions or concerns.

We also encourage you to read the advice at <https://prawakonsumenta.uokik.gov.pl/reklamacje/> and the [Terms and Conditions of the Online Store](#), of which this Procedure is an integral part.

1. You can file complains if you are the Client being the Consumer or the Privileged Business Client (as per the Terms and Conditions of the Online Store) and you have purchased the Goods from ALWERO at the Stationary Store or the Online Store.
2. Complaints can be filed:
 - a. by electronic mail at shop@alwero-wool.com;
 - b. directly at ALWERO's Stationary Store (ul. Krakowska 1 43-330 Hecznarowice);
 - c. by mail addressed to Alwero sp. z o.o. ul. Krakowska 1 43-330 Hecznarowice.
3. Please report any reservations to the quality or quantity of the purchased Goods found upon its receipt (e.g. damaged packaging of the Goods purchased at the Online Store) to the individual delivering Goods to you as well.
4. If a complaint is filed by electronic mail, please take photos of the found damage or defects of the Goods and attach them to the correspondence. This is not obligatory but it will facilitate the initiated complaint process and reduce the risk of you sustaining costs of the Goods being reshipped if the complaint is found unreasonable.
5. To ensure efficient handling of complaints and proper identification of the Client, we suggest using the example complaint form prepared by ALWERO.
6. If you do not use the suggested complaint form, you will have to include at least the following information in your complaint:
 - a. full name of the Client filing the complaint;
 - b. contact details allowing notifying the Client of successful delivery of the complaint and the manner ALWERO handles it;

- c. proofs of purchase of the Goods from ALWERO (e.g. a printout from a payment card statement, a receipt, an invoice, an order number or fiscal invoice number – depending on the manner in which the Goods have been purchased and the selected payment method);
 - d. name of the Goods which the complaint relates to together with the description of the defect;
 - e. your preferred manner of handling of the complaint (if it is found reasonable), i.e.:
 - i. replacement of the Goods with new ones; or
 - ii. repair of the Goods; or
 - iii. reduction in the price for the Goods; or
 - iv. withdrawal from the contract of purchase of the Goods and a refund – if the defect of the Goods is a material damage as per the effective regulations (e.g. it prevents or excludes normal use of the Goods).
7. If it turns out that it is required to deliver the Goods complained about to ALWERO (particularly when the complaint does not demand a reduction in the Price), please prepare them for shipment; subsequently, we will send a Courier who will collect the Goods from you at the set date at our expense cost. If you do not like the abovementioned manner of collection of the Goods complained about, send it back at your cost and we will reimburse you for your costs.
8. ALWERO immediately confirms the registration of the complaint to the Client – in the manner in which the complaint has been filed or in the manner which the Client specified as preferred for contact with ALWERO.
9. ALWERO is obliged to handle complaints **within 14 calendar days**.
10. If your complaint is found reasonable and your preferred method of handling it is the removal of the defect or the replacement of the goods with goods free from such a defect, ALWERO can refuse to satisfy such a demand if such a satisfaction:
 - a. is impossible for ALWERO – e.g. when your Goods are not produced/sold anymore (in the case of the claim for replacement) or their repair is impossible; or
 - b. requires excessive costs compared to the other possible manner of handling – which makes it necessary to take into account the value of the thing free from defects or the type and magnitude of the found defect.
11. When refusing to handle the complaint in the manner preferred by the Client, ALWERO can suggest another solution.
12. During the process of handling complaints, the Client can change the previously expressed as preferred manner of handling and demand that the Goods are brought to the condition where they meet the concluded contract in a different lawful manner.
13. If a complaint is found reasonable, we will send you the new or repaired Goods back at our cost or you will receive a refund for the Goods complained about (including the cost of delivery) in cash at the Stationary Store or to the bank account or card specified by the Client.
14. ALWERO is not liable for implied warranty if the Client knew about the defect of the Goods at the time of purchase, e.g. if they purchased the so-called second-rate Goods, the lower price of which entails the defect, of which the Client knew when deciding to buy.
15. If a complaint is found unreasonable, we will send the Goods complained about together with our justification to the address specified by you, in the condition in which we received it at the start of the complaint procedure. The cost of delivery of

the Goods to ALWERO related to the start of the complaint procedure is sustained by ALWERO.