

- EXAMPLE COMPLAINT FORM -

*(fill out this form and send **by mail/e-mail or deliver personally** to ALWERO **if and only if** you wish to file a complaint relating to the Goods purchased from ALWERO)*

<p>ADDRESSEE (SELLER): Alwero sp. z o.o. with registered office in Heczmarowice, ul. Krakowska 1 (Heczmarowice 43-330), tax ID no.: 9372666131, statistical ID no.: 243220390, share capital: PLN 7,071,500, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court in Bielsko-Biała, 8th Economic Division, under KRS number 0000456429.</p>
<p>DETAILS OF CLIENT (BUYER): Full name Please provide only those contact details which you want to use when contacting ALWERO: correspondence address e-mail address contact telephone</p>
<p>DATA ON THE CONTRACT OF SALE OF THE GOODS <i>If possible, please enter all information. Lack of any information may hinder or delay handling of the complaint and lead to ALWERO employees' requiring additional contact with you.</i></p>
<p>• PROOF OF PURCHASE OF THE GOODS COMPLAINED AGAINST <i>(proof of the date, Price and purchase of the specific Goods, e.g. a printout from a payment card statement, an e-mail confirmation, 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):</i></p>
<p>• CONCLUDED VIA: <i>(Please select (☒) one option)</i> <input type="checkbox"/> Stationary Store; <input type="checkbox"/> Online Store;</p>
<p>• GOODS COMPLAINED ABOUT:</p>
<p>• METHOD OF PAYMENT FOR THE ORDER: <i>(Please select (☒) one option)</i> <input type="checkbox"/> in cash; <input type="checkbox"/> Przelewy24; <input type="checkbox"/> PayPal;</p>

• **MANNER OF DELIVERY:** *(Please select (☒) one option)*

- personal collection at the Stationary Store;
- shipping via a third party shipping company;

• **DATE OF RECEIPT OF THE GOODS:**

..... *(day - month - year)*

REASON FOR COMPLAINT:

Please specify why the delivered goods are at variance with the contract according to you, what is the defect, when and under what circumstances you found it.

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CLIENT'S DEMAND:

Please specify one claim for warranty or one claim for implied warranty (replacement of the goods with new ones/repair of the goods/price reduction/withdrawal from the contract).

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ANY ADDITIONAL REMARKS AND SUGGESTIONS:

Should you have any additional remarks, please provide them here (e.g. a suggested discount amount).

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PLACE AND DATE OF COMPLAINT:

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OWN SIGNATURE OF THE CLIENT:

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