

## Complaint protocol template

*(COMPLETED BY Privileged Buyer)*

<i>The subject of the complaint:</i>
<i>Detailed description:</i>

Pursuant to the provisions of the Act on Consumer Rights, in the absence of conformity of the goods with the contract, I request (delete as appropriate):

1. exchange of goods
2. goods repair.

In addition, the Privileged Buyer may make a statement about:

3. lowering the price,
4. withdrawal from the contract

in a situation where, as a result of processing a complaint:

- The seller refused to bring the goods into compliance with the contract in accordance with Art. 43d sec. 2 of the Consumer Rights Act;
- The seller did not bring the goods into compliance with the contract in accordance with Art. 43d sec. 4-6 of the Consumer Rights Act;
- the lack of conformity of the goods with the contract still occurs, despite the fact that the Seller has tried to bring the goods into conformity with the contract;
- the lack of conformity of the goods with the contract is significant enough to justify a price reduction or withdrawal from the contract without prior use of the protection measures specified in Art. 43d of the Consumer Rights Act;
- it is clear from the Seller's declaration or circumstances that he will not bring the goods into conformity with the contract within a reasonable time or without undue inconvenience to the Preferred Buyer.

- Date of finding the non-conformity of the goods with the contract .....
- Date of the complaint protocol .....
- Order number .....
- Date of goods delivered .....
- Number of the proof of purchase (receipt / invoice) .....
- Consumer's first and last name .....
- Consumer's address .....
- e-mail .....

**Date..... Privileged Buyer's signature.....**

The Seller will consider and address the complaint submitted by the Consumer, immediately, no later than within 14 days from the date of receiving Buyer' Complaint Protocol. Complaints using this form can be sent by e-mail or by post.

---

*(TO BE COMPLETED BY THE SELLER)*

Seller's decision regarding the acceptance of the complaint: **ACCEPTED / REJECTED**  
Clarification of the decision:

.....

- Date of receipt of the complaint .....
- Date of considering the complaint .....
- The person examining the complaint .....

**The method of executing a claim, if accepted claim:**

.....

**Date and Seller's signature**

.....