

Complaint Form

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Attention! We do not accept cash-on-delivery parcels sent as part of a complaint. Refunds are only possible via bank transfer.

Customer Data (to be filled in by the Customer)

Login: Order Number:

Name: Phone:

Postal Code and City:

Street, House/Apartment Number:

E-mail: Date of filling in the complaint:

Bank Account Number:

Product Information (to be filled in by the Customer)

Ordered Product: Purchase Date:

Date of defect detection:

Description of defect / reason for complaint (to be filled in by the Customer):

Customer's Request (to be filled in by the Customer)

- ☐ Free repair
☐ Replacement of the damaged part
☐ Replacement with a new one*
☐ Price reduction**

According to Article 8(4) of the Act of 30 May 2014 on consumer rights and the Civil Code (Journal of Laws 1964, No. 16, item 93 as amended), the choice of request belongs to the customer.

* only possible if:

- the received goods are defective or do not comply with the order (different model, size, colour)
- repair or replacement is impossible or would require excessive costs
- the seller has not replaced the item with a new one or repaired it within an appropriate time
- replacement or repair would cause significant inconvenience to the customer

** if the defect or fault of the given part or its absence does not significantly affect the usability of the purchased product

General Conditions for Submitting and Accepting a Complaint by the Customer:

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Legible signature of the Customer

1. The complaint must be submitted in writing (correctly completed complaint form) and sent together with the product and proof of purchase to the company's address.

2. The complaint covers only defects arising from causes inherent in the purchased product, provided that the product has been used in accordance with its intended purpose.

3. The seller undertakes to review the complaint within 14 days from the date of its submission and to inform the buyer about the outcome of the complaint.

Seller's Notes – Decision Regarding the Complaint

Stamp and signature of the seller:

Date of receipt of the complaint:

Date of consideration of the complaint:

The complaint has been accepted/not accepted for the following reasons:

Further complaint procedure – information for the customer: