

Annex No. 2 to the Regulations constitutes an example of a complaint submission form.

### COMPLAINT SUBMISSION FORM

**1. Customer Details:**

Customer's First and Last Name: ..... ..... .....
Residential Address: ..... ..... .....
Email and Telephone: ..... ..... .....

**2. Information About the Item Subject to Complaint – Description of the Defect**

Product/Service (Product Code / Serial Number, Name): ..... ..... .....
Date of Purchase of the Product/Service: ..... ..... .....
Description of the defect, including the time it occurred and any circumstances in which the defect occurs or becomes apparent: ..... ..... ..... .....

**3. Pursuant to Article 561 of the Civil Code of April 23, 1964, I request:**

- Free repair of the purchased Product
- Replacement of the defective Product with a new one
- Withdrawal from the contract and refund of the paid price\*
- Price reduction of the Product\*

\* **Note:** Article 560 § 1 of the Civil Code. If the sold item has a defect, the Buyer may submit a statement on price reduction or on withdrawal from the contract, unless the Seller promptly and without excessive inconvenience to the Buyer replaces the defective item with one free of defects or removes the defect. This limitation does not apply if the item has already been replaced or repaired by the Seller, or if the Seller has failed to fulfill the obligation to replace the item with a defect-free one or remove the defect

Date of form completion: .....

\* Mark as appropriate

.....  
(Customer Signature)