**Annex No. 2 - form for reporting non-conformity of goods with the contract**

…..………………….

(date)

**COMPLAINT FORM**

**1. Customer Data**

|  |  |
| --- | --- |
| **First name and last name** |  |
| **E-mail** |  |

**2. Information about the subject of the complaint**

|  |  |
| --- | --- |
| **Product designation****(product code/serial number, name)** |  |
| **Date of purchase** |  |
| **Description of the defect** |  |

**3. Customer's request:**

☐ free repair of goods

☐ exchange for a new product

☐ withdrawal from the contract and refund of the price paid \*

☐ lowering the price of the goods \*

**\*** **Instruction**: The customer has the right to request a refund of the price paid or a reduction in the price of the goods, if:

a) the seller refused to bring the goods into compliance with the contract;

b) the seller failed to bring the goods into compliance with the contract;

c) the lack of conformity of the goods with the contract persists, even though the seller has tried to bring the goods into conformity with the contract;

d) the lack of conformity of the goods with the contract is so significant that it justifies a price reduction or withdrawal from the contract without first taking advantage of the possibility of repairing or replacing it;

e) it is clear from the seller's statement or circumstances that he will not bring the goods into conformity with the contract within a reasonable time or without undue inconvenience to the consumer

…………………………………………….

(Customer's signature)