

# WARRANTY COMPLAINT FORM

## 1. Customer data (completed by the Customer)

Name and surname \_\_\_\_\_ Street/town \_\_\_\_\_  
Zip code \_\_\_\_\_ City \_\_\_\_\_ Phone no \_\_\_\_\_  
E-mail address \_\_\_\_\_ Date of filing the complaint \_\_\_\_\_

## 2. Information about the subject of the complaint (completed by the Customer)

Product \_\_\_\_\_ Series/model/catalog no. \_\_\_\_\_  
Date and place of purchase \_\_\_\_\_ Purchase document no<sup>1</sup> \_\_\_\_\_  
Warranty type \_\_\_\_\_ Date of discovery of the defect \_\_\_\_\_

<sup>1</sup> invoice/receipt number provided on the warranty card. If you lose your receipt or invoice, attach a copy of another document confirming the purchase of the goods

Description of product defect / reason for complaint:

## 3. Request by the advertiser (completed by the Customer)

- free repair  
 replacing the damaged part  
 reducing the price paid by the amount \_\_\_\_\_  
(in words: \_\_\_\_\_)<sup>1</sup>  
 replacement with a new one<sup>2</sup>  
 refund of the price paid<sup>3</sup>

<sup>1</sup> if the Seller fulfills the complaint request, the complaint within the scope described in the complaint ceases and cannot be the subject of another warranty complaint.

<sup>2</sup> replacement with a new one applies to goods that cannot be repaired due to the nature of the goods or the type of defect found

<sup>3</sup> only if:

- repair or replacement is impossible or requires excessive costs
- the seller did not replace the item with a new one or did not repair the item in due time
- replacement or repair would expose the complainant to significant inconvenience

Customer's legible signature

### GENERAL CONDITIONS FOR SUBMITTING WARRANTY CLAIMS

- The warranty covers physical defects of the purchased goods and the non-conformity of the goods with the contract, excluding defects resulting from the Customer's failure to comply with the rules of assembly, use and maintenance, given in the product instructions and warranty card. The scope of the warranty can be extended only by a record in the warranty card.
- Warranty claims should be submitted in writing and sent by post to the following address: Essente Sp. z o.o., 16-010 Wasilków, ul. Białostocka 108 or e-mail address: serwis@essente.pl, together with a copy of the warranty card and proof of purchase or other document confirming the purchase of the goods.
- A complaint may be filed via an application on the website provided in the warranty card, in compliance with the conditions of section 2.
- If the product was delivered in component parts (e.g. for self-assembly), then the Buyer is entitled to make a complaint about the defective part and not the entire product.
- The Seller undertakes to consider the complaint immediately, no later than within 14 days from the date of its receipt, and to inform the Buyer about the result of the complaint consideration.
- Recognized physical defects of the product or its parts will be removed within 14 days from the date of acceptance of the complaint. This period may be extended if the repair requires the import of parts necessary for the repair and this has been specified in the warranty card or the Buyer has expressed such consent.
- If the complaint is accepted, the goods (part of it) should be sent to the Seller's registered office address or a place indicated by him, together with a copy of the complaint form, warranty card and proof of purchase (receipt, invoice, copy of transfer, etc.). The goods (part of it) should be properly protected against damage during transport. It is recommended to transport it in the factory packaging. Damage during transport will not be subject to repair or replacement under warranty. The goods are delivered to and collected from the Seller's service at his expense.
- Repairs performed at the Customer's home/premises are only possible under the "IN HOME" guarantee, subject to the terms and conditions of the guarantee granted.
- The right to submit a complaint under the warranty is only available during the warranty period specified in the product warranty card and legal regulations.
- Warranty protection is valid only in the territory of the Republic of Poland.

**These terms and conditions and the warranty granted for the sold consumer goods do not exclude, limit or suspend the Buyer's rights resulting from the non-conformity of the consumer goods with the contract and the provisions on warranty for defects in the sold goods.**

### Seller's Notes - Decision on Complaint

Date of receipt of complaint \_\_\_\_\_  
Person handling complaint \_\_\_\_\_  
Date of handling complaint \_\_\_\_\_

Seller's stamp and signature

The complaint was accepted/not accepted for the following reasons:

Further complaint procedure - information for the Customer

