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Order no.

Customer's data
Company:
Phone no.:
E-mail:

Subject of the complain
Invoice no:
Name of product:
Capacity:
Quantity:

Description of the defect:

The complainant's requests
<input type="checkbox"/> Removing the defects <input type="checkbox"/> Price reduction <input type="checkbox"/> Cancel the order

Please send the package with defective goods to the address:

CiTRON GROUP
Jagiellońska St. 88 Bud. 51L
00-992 Warsaw

Please describe the package as follows: **MAGAZINE - COMPLAINT.**

Clear signature of the buyer

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GENERAL CONDITIONS FOR THE SUBMISSION AND ACCEPTANCE OF CUSTOMER COMPLAINTS

1. The condition for considering a complaint is that the PARTY receives a complaint form.
2. The seller is liable to the customer if the goods sold have a physical defect, which consists in the non-conformity of the item sold with the contract. In particular, the item is sold not in conformity with the contract, if:
 - a) it does not have characteristics which such an asset should have by object in the contract marked or resulting from circumstances or from destination;
 - b) does not have properties of which the seller has assured the buyer, including representing a sample or pattern;
 - c) it was delivered incomplete to the buyer.
3. The Seller is responsible for:
 - a) non-conformity of the goods with the order within the scope of quantity, type, colour, marking only if it is found out in 14 days from the delivery of the goods to the customer
 - b) non-conformity of the goods with the order, in the scope of incorrect operation, if it is found out before the lapse of 12 months from the release of the goods to the Customer, unless indicated otherwise.
4. A complaint should be submitted using the complaint form and sent by e-mail to the address of the Sales Department.
5. The Customer may withdraw from the contract, unless the Seller immediately and without undue delay, replace the defective item with a defect-free one or remove the defect. This restriction does not apply if the item has already been replaced or repaired by the seller or the seller has not complied with the obligation to replace the item with a defect-free one Art. 560 of the Civil Code.
6. Consideration of the complaint will take place immediately, but not later than 7 days after sending the following to CiTRON GROUP, the defected goods.
7. In the case of the need to verify the subject of the complaint at the subcontractor's premises, the time limit for consideration of the complaint may be extended.
8. The Seller is obliged at its own expense to replace the defective item with a defect-free one, or rectify the defect within a reasonable time without undue inconvenience to the Customer.
9. In case of any doubts related to the complaint procedure, the Customer can get directions by calling +48228394945 (toll).

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Date, stamp and signature of the Seller