



• **COMPLAINT FORM**

Name & Surname:	
<b>ORDER ID:</b>	
mobile & e-mail:	
Delivery adress:	
Bank account:	
Date of purchase:	
<b>Data of COMPLAINT:</b>	
<b>PRODUCT ID &amp; COLOR:</b>	

• **Reason of complaint** (please describe the defect):

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• **CLAIMER'S REQUEST**

Please mark your request:

- 1. **Free repair**
- 2. **Exchange for new product \***
- 4. **Refund of purchase costs \***

\*) 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 a timely manner,
- replacement or repair would expose the claimer to grate inconveniences

Attention! The complaint will not be accepted without attaching the proof of purchase of the product (fiscal receipt, electronic confirmation of payment or f-vat) and a correctly completed complaint form.

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Date and signature of claimer (buyer)

**General conditions for submitting a complaint:**

- 1. The complaint should be submitted in writing and sent together with the product and the receipt to the following address: **Z Kopytem Sp. z o.o., ul. Straconki 158; 43-300 Bielsko Biała; hello@kopyto.co, mob.: 0048 504 221 861**
- 2. The goods should be protected against damage during transport. We are not responsible for defects arising during transport resulting from improper packaging for shipment.
- 3. **The guaranty covers only manufacturing and hidden defects of the product.**
- 4. The complaint does not include improper use or washing of the product.
- 5. Due to the different settings of computer monitors, the photos may differ slightly from the real color of the product. The difference between the color seen on the screen and the real color cannot be the reason for the complaint.
- 6. The buyer pays for the delivery.
- 7. The seller undertakes to consider the complaint within 14 days from the date of its receipt and to inform the buyer about the decision.