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Customer (-s) first and last name \* .....

Customer (-s) address \* .....

**Customer complaint**

I, hereby, inform that the product .....

I have purchased on ..... is **defective**..

**Defect description:**

.....  
 .....

The defect was discovered on .....

**Due to the above, on the basis of the Act of 23 April 1964 of the Civil Code, I request::**

- exchange of the product for a one on the basis of art. 561 § 1 of the Civil Code (\*)
- repair of the product free of charge on the basis of Art. 561 § 1 of the Civil Code (\*)
- lowering the price of the goods by the amount of .....

I request a refund of the given amount to the account ..... (\*)

- I withdraw from the contract and ask for the price of the product to be returned to my account nr ..... / via the PayPal account on the basis of Art. 560 § 1 of the Civil Code (\*)

Respectfully

\* Delete as appropriate.