

Distinguished Customer, before you proceed to fill out the following document, we kindly ask you to thoroughly acquaint yourself with the regulations of our store available on the website [www.yoer.pl](http://www.yoer.pl).

....., day. .... (Name and surname)

..... (Address)

.....

.....

(Phone number)

.....

(e-mail address)



YOER sp. z o.o.

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**Complaint Form  
(Consumers and Individual Entrepreneurs)**

**I. Identification of the Advertised Product and Sales Agreement**

Product name: .....

Receipt number or VAT invoice number : ...../MAG/...../....., dated

.....

Price : ..... zł (In words: .....)

Date of discovering the defect of the product: .....

**II. Description of defects/non-conformities of the product with the contract**

Detailed description of defects or non-conformities of the product with the contract:

.....

.....

.....

.....

.....

Date of discovering defects / non-conformities of the product with the contract:

**III. Description of claimant's demands\***

Free repair

Exchange for a new product

In the event that the Seller refuses to bring the Product into conformity with the Sales Agreement or if the non-conformity of the Product with the agreement is significant enough to justify an immediate reduction of price or withdrawal from the Sales Agreement \*:

Price reduction by the amount of ..... ..

Withdrawal from the agreement

\*\*mark the appropriate box "x"

#### IV. Other information

Address to which the repaired product should be sent and the bank account number required for a transfer in case repair is not possible:

.....  
.....  
.....

Signature .....