

Complaint form

BUSHIDO SPORT DUBIEL S.K.A
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Please note that we do not accept COD packages shown as a claim. Refund is possible only by bank transfer

Customer details (to be completed by the customer)

Login: Order number:

Name: Phone:

Postal code and city:

Street, house/apartment number:

E-mail: Date of complaint filing:

Bank account number:

Information about the object (to be filled in by the customer)

Product ordered: Date of purchase:

Date of defect:

Description of the defect / reason for the complaint (to be filled in by the customer):

Claimant's request (to be completed by the customer)

- repair free of charge
 replacement of damaged part
 replacement for new one*
 reduction of the price paid **

Pursuant to Article 8 (4) of the Act of May 30, 2014 on Consumer Rights and the Civil Code (Journal of Laws No. 1964, No. 16 item 93 as amended), the choice of action is up to the complainant.

possible only when:

the goods received are defective or inconsistent with the order (different model, size, color)

repair or replacement are impossible or require excessive costs

the seller has not replaced the item with a new one or has not repaired the item in a timely manner

replacement or repair would expose the complainant to significant inconvenience

** when a defect or defect in a particular part or its absence does not significantly affect the overall usability of the purchased product

General conditions for submitting and accepting customer complaints:

legible signature of the customer

1. Complaint should be submitted in writing (correctly completed complaint form) and sent along with the product with attached proof of purchase to the address of the company's headquarters.
2. Complaint shall only cover defects arising from reasons inherent in the purchased goods, provided that the product was used in accordance with its intended purpose.
3. The Seller undertakes to consider the complaint within 14 days from the date of its submission and to inform the Buyer about the result of the complaint.

Seller's endorsements - decision on the complaint

Seller's stamp and signature:

Date of receipt of the complaint:

Date of complaint processing:

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

Further complaint procedure - information for the customer: