



## INSTRUCTION – CUSTOMER COMPLAINT FORM

### 1. FILL THE FORM

Print and fill in the CUSTOMER COMPLAINT FORM. Form is available at Rontil online store – [rontil.com.pl](http://rontil.com.pl), in a tab „Files to download” at the bottom part of the website.\*

### 2. PACK UP

Pack the damaged goods ,completed form and proof of purchase(receipt or invoice).\*

### 3. SEND BACK

Send back the products or personally deliver goods at the address: **P.H. U. Rontil, Krupnicza 9, 31-123, Kraków.** (retail store)\*

### 4. ROZPATRZENIE REKLAMACJI

Within 2 weeks after our receiving the item, you will get information with the complaint recognition.\*

\*) detailed information about terms of returns you can found in the tab “terms and conditions” at [www.rontil.com.pl](http://www.rontil.com.pl)

### Need help?

Call us : 12 421 15 68

or

email us : [sklep@rontil.com.pl](mailto:sklep@rontil.com.pl)



## CUSTOMER COMPLAINT FORM

**Product (name/code):** \_\_\_\_\_

**Date of purchase:** \_\_\_\_\_

**Complaint details** (damage description) :

---

---

---

---

### CUSTOMER DETAILS:

**Name and Surname:** \_\_\_\_\_

**Address** (Street, City, Postal Code, Country): \_\_\_\_\_

---

**Mobile :** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Desired outcome** (put a cross in the correct circle):

- Fixing the damage
- Replacement in to the same model\*
- Refund of the value of the purchased product \* \*

\*) only if:

- repair is impossible or requires excessive costs.
- the seller has not repaired the product in indicated time.

\*\*\*) only if:

- repair or replacement is impossible or requires excessive costs.
- the seller has not repaired or has not replaced the product in indicated time.

.

**Attention!** The complaint will not be recognized without attaching a proof of purchase of the product (receipt or invoice) and a correctly filled complaint form.

---

(date)

---

(signature)