



COMPLAINT FORM

(this form must be completed and sent back only in case of complaint)

To: online shop nozanova.com, NOZA Paulina Łęcka ul. Wolanowska 199C 26-600 Radom, email: kontakt@nozanova.com

CUSTOMER INFORMATION

Name & surname _____
Address _____

E-mail _____
Telephone number _____
Date of claim _____

Order number _____
Product name _____
Color _____
Size _____
Date of purchase _____
Date of defect recognition _____

DEFECT DESCRIPTION / REASON OF COMPLAINT

CUSTOMER REQUEST

- ☐ Reparation
- ☐ Exchange for new item
- ☐ Cash back*
- ☐ Price reduction

Customers signature

BANK ACCOUNT NUMBER

*If your order has been COD paid, please provide your bank account number or the address to which the money order is to be sent to.

DECISION

- ☐ Complaint recognized
 - ☐ Cash back
 - ☐ Reduction of payment amount
 - ☐ Reparation
 - ☐ Exchange for a new item
- ☐ Complaint not recognized

Reason of not recognizing the claim

If you have any questions please contact our customer service
+48 530 214 281,
+48 600 464 207
kontakt@nozanova.com

Date and signature of the complaint reviewer

Fill out and sign the complaint form. The protected from damage product together with the completed form and proof of purchase, please send to: NOZA Paulina Łęcka ul. Wolanowska 199C 26-600 Radom

The complaint will be reviewed within 14 days from receiving the product. You will be notified by e-mail or by phone about the decision.
All the information you have provided remains secure in our database, and is accessible only to authorized Noza Paulina Łęcka employees.

Art. 560

§1 If the sold item is defective, the purchaser may submit a declaration on price reduction or withdrawal from the agreement, unless the seller immediately and without excessive nuisance for the purchaser replaces the defective item with an item free from defects or removes the defect. This limitation shall not apply where the item has already been replaced or repaired by the seller or the seller did not meet the obligation of replacement with a defect-free item or of defect removal.

§2 If a consumer is the purchaser, he may instead of the defect removal proposed by the seller, demand that the item be replaced with an item free from defects or instead of replacement of the item, demand that the defect be removed, unless causing the item to be compliant with the agreement in a manner chosen by the purchaser is impossible or would require excessive costs compared to the manner proposed by the seller. When assessing the excess of costs, the value of the defect-free item, type and importance of the defect discovered are taken into consideration, as well as the inconvenience to which a different manner of satisfaction would expose the purchaser.

§3 The reduced price should remain in such proportion to the price resulting from the agreement, in which the value of the defective item remains to the value of the defect-free item.

§4 The purchaser may not withdraw from the agreement if the defect is minor.

Art. 561

§1 If the sold item is defective, the purchaser may demand the replacement of the item with a defect-free item or defect removal.

§2 The seller is obligated to replace the defective item to a defect-free item or to remove the defect within a reasonable period of time without excessive nuisance to the purchaser.

§3 The seller may refuse to satisfy the demand of the purchaser if the achievement of the compliance of the defective item with the agreement in the manner chosen by the purchaser is not possible or, in comparison with the second possible manner of bringing to compliance with the agreement, it would require excessive costs (...)