

GENERAL TERMS AND CONDITIONS FOR SUBMITTING AND RECEIVING CUSTOMER'S COMPLAINTS

1. The Seller is liable to the Customer, if the sold goods have a physical defect, which is the incompatibility of the item sold with the contract. In particular, the item sold is inconsistent with the contract if:
 - a) does not have properties that this kind of thing should have due to the purpose of the contract marked or resulting from the circumstances or the destination;
 - b) does not have the properties that the seller assured the buyer, including the sample or design;
 - c) is unsuitable for the purpose of which the buyer informed the seller at the conclusion of the contract, and the seller did not object to such a destination;
 - d) has been delivered to the buyer incomplete.
2. The Seller is responsible for the inconsistency of the goods with the contract only in the event of its finding before the expiry of two years from the release of this Good to the Customer. The term runs again when the product is replaced.
3. The complaint should be submitted in writing and sent / delivered to the address of the Seller's office - at the Seller's expense - no later than one year from the day the goods are found to be incompatible with the contract.
4. The reduced price should remain in such a proportion to the price resulting from the contract, in which the value of the item with the defect remains to the value of the item without a defect - art. 560 § 3 k.c.
5. The Customer may withdraw from the contract, unless the Seller immediately and without excessive inconvenience for the Customer will replace the defective product with a defect-free one or remove the defect, this limitation does not apply if the item has already been replaced or repaired by the seller or the seller did not satisfy the obligation exchange of items for free from defects or removal of defects - art. 560 k.c.
6. The Seller undertakes to consider the complaint within 14 business days from the date of its notification and to inform the Buyer about the result of the complaint being resolved. If the complaint is accepted, the goods should be sent back to the Seller's address or the place indicated by him along with the correctly completed complaint form, warranty card and proof of purchase (preferably the original or a copy of the receipt or VAT invoice or other proof of purchase, no doubt).

- 7. The seller is obliged - at his own expense - to replace the defective product with one free of defects or to remove the defect within a reasonable time without excessive inconvenience to the customer. It is assumed that this period is up to 14 days.

- 8. In case of any doubts related to the complaint procedure, the Customer can obtain instructions at the email address office@storemeandmom.com

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(czytelny podpis reklamującego)

SELLER NOTICE - DECISION CONCERNING COMPLAINTS

The complaint has been recognized / not recognized for the following reasons:

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Date of receipt of the complaint

The person considering the complaint

Date of consideration of the complaint.....

Further complaint proceedings - information for the client

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(Date, stamp and signature of the Seller)