

COMPLAINT FORM

COMPLAINT OF GOODS ON THE BASIS OF THE STATUTORY NON-COMPLIANCE OF GOODS WITH THE AGREEMENT

(for sales contracts concluded as of January 1, 2023).

T o b e c o m p l e t e d b y t h e c u s t o m e r	DANE SPRZEDAWCY	ONLINE STORE LOU Lou Sp. z o.o. ul. Usługowa 5, 64-100 Leszno contact@loudresses.com
	CUSTOMER DATA	
	Name:	
	Address for correspondence:	
	Email address:	
	Phone number:	
	SALES CONTRACT DATA	
	Order number:	
	Date of conclusion of the sales contract:	
	VAT invoice/receipt number and date of issue (optional) or information about other proof of purchase:	
	MARKING OF THE ADVERTISED GOODS	
	Description of the goods (e.g., type, model - symbol):	
	Price of goods:	
	DETERMINATION OF NON-COMPLIANCE WITH THE CONTRACT	
	Description of non-compliance with the contract:	
	Date of finding of non-compliance:	
	CUSTOMER REQUEST (please indicate appropriate)	

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<input type="checkbox"/>	Repair of goods free of charge	Repair or replacement of goods is regulated in particular by Article 43d of the Consumer Rights Act of May 30, 2014. Journal of Laws of 2014, item 827, as amended, according to which:	
<input type="checkbox"/>	Free replacement of goods with new ones	<ol style="list-style-type: none"> If the goods do not conform to the contract, the consumer may demand repair or replacement. The trader may make an exchange when the consumer demands a repair, or the trader may make a repair when the consumer demands a replacement, if it is impossible or would require excessive costs for the trader to bring the goods into conformity with the contract in the manner chosen by the consumer. If repair and replacement are impossible or would require excessive costs for the trader, the trader may refuse to bring the goods into conformity with the contract. In assessing the excessiveness of the costs for the trader, all the circumstances of the case shall be taken into account, in particular the significance of the non-conformity of the goods with the contract, the value of the conforming goods and the excessive inconvenience to the consumer caused by the change in the manner of bringing the goods into conformity with the contract. The trader shall repair or replace within a reasonable time from the moment the trader is informed by the consumer of the lack of conformity with the contract, and without undue inconvenience to the consumer, taking into account the nature of the goods and the purpose for which the consumer purchased them. The cost of repair or replacement, including, in particular, the cost of postage, transportation, labor and materials, shall be borne by the trader. The consumer provides the trader with the goods subject to repair or replacement. The consumer is not obliged to pay for the mere use of the goods, which were subsequently replaced. 	
<p>Important - grounds for withdrawal from the contract or reduction of the price in case of non-conformity of the goods with the contract (if you choose this request)</p> <p>In accordance with Article 43e (1) of the Consumer Rights Act of May 30, 2014. Journal of Laws of 2014, item 827, as amended, a consumer may make a statement on price reduction or withdrawal from the contract when:</p> <ol style="list-style-type: none"> The trader refused to bring the goods into conformity with the contract in accordance with Article 43d(2); The trader failed to bring the goods into conformity with the contract in accordance with Article 43d (4-6); the lack of conformity of the goods with the contract continues, even though the trader has tried to bring the goods into conformity with the contract; the lack of conformity of the goods with the contract is so significant that it justifies either a reduction in price or withdrawal from the contract without first resorting to the protections set forth in Article 43d; it is clear from the trader's statement or circumstances that he will not bring the goods into conformity with the contract within a reasonable time or without undue inconvenience to the consumer. 			
Indicate the basis and/or justification for withdrawal from the contract or price reduction (if you choose this request)	<input type="checkbox"/>	The trader refused to bring the goods into conformity with the contract in accordance with Article 43d (2)	Justification
	<input type="checkbox"/>	The trader failed to bring the goods into conformity with the contract in accordance with Article 43d (4-6)	
	<input type="checkbox"/>	the lack of conformity of the goods with the contract continues even though the trader has tried to bring the goods into conformity with the contract	
	<input type="checkbox"/>	the lack of conformity of the goods with the contract is so significant that it justifies either a price reduction or withdrawal from the contract without first resorting to the protections set forth in Article 43d	
	<input type="checkbox"/>	it is clear from the trader's statement or circumstances that he will not bring the goods into conformity with the contract within a reasonable time or without undue inconvenience to the consumer	
<input type="checkbox"/>	Reducing the price of goods	Requested amount of price reduction:	
<input type="checkbox"/>	Withdrawal from the contract and demand for a refund of the price of the goods (In accordance with Article 43e, paragraph 4, first sentence of the Law on Consumer Rights of May 30, 2014. Journal of Laws of 2014, item 827, as amended, the customer may not withdraw from the contract if the lack of conformity of the goods with the contract is insignificant).		
RETURN OF MONEY (applies to a request to reduce the price of the goods or to withdraw from the contract and request a refund)			
<input type="checkbox"/>	Please return in the manner in which payment for the goods was made		

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[]	Please return by wire transfer to your account:	
[]	Please return as follows:	
OTHER CUSTOMER COMMENTS		
DATE, CITY AND SIGNATURE OF CUSTOMER		
Place, date:		
Attachments (optional)		
Signature of the Client(s) (only if the form is sent in hard copy)		

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