



COMPLAINT FORM

INFORMATIONS:	
Name:	
Adress:	
Phone:	
Applicant status (check „x”)	<input type="checkbox"/> Consumer <input type="checkbox"/> Customer-Consumer <input type="checkbox"/> Customer
NIP (opcjonalnie)	

MORE INFORMATIONS:	
Name of the advertised Good/Product (including service), (optional symbol, price, brand and other information)	
Order number / receipt / invoice*:	
Description of the identified defect:	
Date of defect determination:	
Defect/damage related request (please indicate the option you want):	<input type="checkbox"/> Replacement for new Goods <input type="checkbox"/> Repair, if technically possible <input type="checkbox"/> Reduction of the Goods price <input type="checkbox"/> Withdrawal from the contract if the defect is large

* If you lose or destroy your receipt, please send us your order number or payment confirmation for the Goods.

Please send the Goods together with the original form to the address:

C'ana Spółka z o.o.
Mikołaja Kopernika 13/1,
00-359 Warszawa

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(date and signature of Consumer or Customer-Consumer)

Additional Information:

1. Consumer and Customer-Consumer has the right to withdraw from the contract concluded at a distance (eg via the Internet) within 14 days of receipt of the Goods, without giving reasons.
2. Exceptions to the right to withdraw from a contract concluded remotely are indicated in Article 38 of the Act of 30 May 2014 on consumer rights and in the Regulations of the Seller's online store.
3. The definitions used in the form shall mean respectively:
 - a) Consumer - an adult person with full legal capacity, making a purchase with the Seller that is not directly related to his/her business or professional activity.
 - b) Customer-Consumer - an adult person making a purchase at a Seller directly related to his/her business activity, when the purchase is not of a professional nature for that person, resulting in particular from the subject of his/her business activity, made available on the basis of the provisions of the CDEiG.
 - c) Customer - an adult person with legal capacity, a legal person or an organizational unit without legal personality, but with legal capacity, making a purchase with the Seller, directly related to its business or professional activity.