

SELLER:

Date and place

Mineralco P.S.A.

ul. 11 Listopada 11

40 - 387 Katowice, Poland

E-mail: office@petsdiag.com

Name and surname of the claimant:

.....

Order number:

.....

COMPLAINT FORM

PRODUCT SUBJECT TO COMPLAINT	
INVOICE NUMBER	
PURCHASE DATE	
DESCRIPTION OF THE DEFECT OR DAMAGE	

.....

SIGNATURE OF CLAIMANT

.....

SIGNATURE OF RECEIVER

After a positive review of the complaint, please send the replacement product to:

Name and surname:

.....

Street address:

.....

Postal code and city:

The complaint will be reviewed within 14 days from the date of receipt of the shipment containing the complained product. If the complaint is accepted, the product will be repaired or replaced and shipped at our cost to the address provided above. The Customer will also be refunded the shipping costs incurred. If the complaint is not accepted, the Customer will be notified and the product will be sent back to the address provided above.

LEGAL BASIS: Act of 30 May 2014 on Consumer Rights (Journal of Laws of 24 June 2014, item 827)