



Lootbag

\_\_\_\_\_

place, date

\_\_\_\_\_

customer's first and last name

\_\_\_\_\_

customer's address / phone, mail

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### customer complaint

I hereby inform that the product (full name of the product, model, colour, size) \_\_\_\_\_ purchased by me on \_\_\_\_\_ is imperfect. The imperfection consists in \_\_\_\_\_ (Detailed description). The imperfection was found on \_\_\_\_\_. According to the above, on the ground of the Act of 23 April 1964 Civil Code, I demand:

- Interchange of the product into a new one \* (art. 561 § 1)
- repair to the product free of charge\* (art. 561 § 1)
- Lowering the product's price by amount of \_\_\_\_\_ (In words: \_\_\_\_\_) PLN, I request for return of the given payment to my bank account \_\_\_\_\_ /with a postal order to my address\* (art. 560 § 1)
- I withdraw from the agreement and ask for return of the price of the product to my account \_\_\_\_\_ \* (art. 560 § 1)

Yours faithfully

\_\_\_\_\_

\* delete as appropriate

Appropriately to art. 560 § 4 k.c. Client shall not withdraw from the agreement if an imperfection is irrelevant and independently on the fact if the subject of the agreement has been already interchanged or repaired within the rights to which Client was entitled. Since according to the art. 560 § 1 k.c. Purchaser shall not use the right to lower the price and withdraw from the agreement if the Seller immediately and with no excessive inconveniences for the Purchaser, will interchange an imperfect product to a product free of imperfections or will remove the imperfections forthwith under the same conditions.