

## COMPLAINT PRINTING

Date of submitting the complaint .....

### 1. Customer Details:

First name and last name.....

Address.....

Phone number.....

### 2. Information about the subject of the complaint (completed by the customer):

Date of purchase.....

Product .....

Model .....

Purchase document number (VAT invoice number).....

Date of discovery of the defect.....

Chassis number.....

Part installation date.....

Vehicle mileage: installation of parts.....occurrence of a fault.....

Description of defect/reason for complaint

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### 3. Request of the advertiser (to be filled in by the client)

Free repair

Reduction of the price paid

Pursuant to Art. 560 CC the buyer may submit a declaration of price reduction or withdrawal from the contract, unless the seller immediately and without excessive inconvenience to the buyer replaces the defective item with a defect-free one or removes the defect. This limitation does not apply if the item has already been replaced or repaired.

General conditions for submitting and accepting customer complaints:

1. The complaint should be submitted in writing and sent/delivered (e-mail, registered letter) to the address of the Seller's registered office. If you submit a complaint by e-mail, please send a scanned copy of the correctly completed complaint form (along with a copy of the proof of purchase) to the following address: office@arcoore.com

2. The complaint only covers defects resulting from reasons inherent in the purchased goods, provided that the Customer follows the correct rules of use of the goods, specified in the instructions for use.

3. The Seller undertakes to consider the complaint within 14 business days from the date of its submission and to inform the Buyer about the result of the complaint.

4. The goods should be sent back to the Seller's registered office address or the place indicated by him, in the original factory packaging, together with a correctly completed complaint form, warranty card and proof of purchase (receipt or VAT invoice). The goods should be properly protected against damage during transport (goods damaged during shipping will not be repaired or replaced under warranty).

5. The right to submit a complaint is available only during the protection period specified in the provisions of the Civil Code.

Failure to meet the above conditions will result in rejection of the complaint.

Seller's annotations - decision regarding the complaint

Date of receipt of the complaint.....

The complaint was accepted/not accepted for the following reasons\*