

# COMPLAINT FORM

How to proceed in case of defective goods

**Attention:**

We kindly ask you to send the products clean and in their original packaging

## STEP 1

Print and complete the form below:

I (name and surname) .....

wish to file a complaint about the following products:

Product name (as on the invoice or receipt)	Price	Quantity	Description of the defect/damage

<b>Date of purchase:</b>	.....
<b>Buyer's name and surname:</b>	.....
<b>Buyer's telephone number, e-mail:</b>	.....
<b>Buyer's address:</b>	.....
<b>Buyer's account number:</b>	.....
<b>Order number:</b>	.....
<b>Proposed form of compensation:</b>	<input type="checkbox"/> Replace <input type="checkbox"/> Other ..... <input type="checkbox"/> Repair        .....

..... , .....  
DATE SIGNATURE

## STEP 2

- Secure and pack defective goods
- Attach completed and signed complaint form to the package
- If possible, attach a receipt, a photocopy of it or a transfer confirmation
- Send the parcel to the following address: **Hyper sp. z o.o., Gajowa 1, 43-100 Tychy, Poland**