



....., date .....2023r.

Order no. ....

<b>Customer's data</b>
Company:
Phone no.:
E-mail:

<b>Subject of the complain</b>
Invoice no:
Name of product:
Capacity:
Quantity:

<b>Description of the defect:</b>

Please send the package with defective goods to the address:

CITRON GROUP  
Jagiellońska St. 88 Bud. 51L  
00-992 Warsaw

Please describe the package as follows: **MAGAZINE - COMPLAINT.**

**Clear signature of the buyer**

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## GENERAL CONDITIONS FOR THE SUBMISSION AND ACCEPTANCE OF CUSTOMER COMPLAINTS

1. The condition for considering the complaint is the receipt by CITRON GROUP (the Seller) of the complaint form.
2. The seller is liable to the customer if the item sold has a manufacturing defect, which consists in the non-conformity of the item sold on. In the event that the item sold is inconsistent with the original, if:
  - a) there are no properties that this type of item has due to the purpose in the list or resulting from the circumstances or intended;
  - b) there are no properties about which the suppliers of the supplier receive the buyer, for this purpose a sample or pattern;
  - c) was delivered to the buyer incomplete.
3. The seller is responsible for:
  - a) non-compliance of the goods with the order in terms of quantity, type, color, mark only in its case within 7 days of delivery of the goods to the customer;
  - b) non-compliance of the goods with the order, in terms of incorrect operation, in the case of checking it before the straight line 12 months from the delivery of the goods to the Customer, unless otherwise indicated.
4. The complaint should be submitted using the complaint form and sent by e-mail to the address of the sales representative.
5. In the event that the purchased goods are damaged or inconsistent with the order, the Buyer is entitled to demand repair goods. In the event that the repair is not possible or if it involves difficulties or excessive costs (decided by the Seller), the Buyer has the right to exchange the defective goods for ones free from defects.
6. In the event that the repair and replacement of the goods are not possible or involve difficulties or excessive costs (the Seller decides), the Buyer is entitled (at the Seller's discretion) to reduce the price of the goods or to withdraw from the order.
7. If only part of the goods purchased by the Buyer is defective, only the defective goods are subject to the complaint.
8. The Buyer is obliged to send back the defective goods to the address indicated in the complaint form at his own expense. In case of only a part of the ordered goods, the Buyer sends back only the part of the goods to which the complaint relates. The seller does not accept shipments sent by the Buyer cash on delivery.
9. In the event of an attempt to complain about non-defective or non-warranty goods, the Buyer may be charged with costs related to the verification and submission of complaints incurred by the Seller.
10. Filing a complaint does not affect the obligation to pay the price on time in accordance with the sales invoice.
11. The Seller is liable for defects in the goods only up to the value of the goods.
12. The Customer may withdraw from the contract, unless the Seller immediately and without undue inconvenience to the Customer replaces the item defective for a defect-free one or remove the defect, however, this limitation does not apply if the item has already been replaced or repaired by the seller or the seller did not fulfill the obligation to replace the item with a defect-free item or remove the defect - article 560 k.c.
13. Consideration of the complaint will take place immediately, but not later than within 7 days from the moment of receipt by the Seller defective goods.
14. If it is necessary to verify the subject of the complaint with the subcontractor, the deadline for considering the complaint may be extended.
15. The seller is obliged - at his own expense - to replace the defective item with a defect-free item or to remove the defect within a reasonable time without excessive inconvenience to the Customer. In case of any doubts related to the complaint procedure the Buyer can obtain instructions by calling the telephone number +48 22 839 49 45 (payable call).