

REPORTING A COMPLAINT



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 This document needs to be filled in and sent to the address provided on page 2 and its signed copy should be attached to the returned goods.

DATE OF REPORTING:

DATA OF THE BUYER	
Client:	
Address: Street/Number Post code City/Town/Country	
Contact person:	
Telephone and e-mail:	
Address of the return shipment:	

DATA OF THE PURCHASE	
Invoice no. SPR/FV/	Date of starting the use of the goods:

Name of the goods	Reason for a complaint	Type of a complaint	Description of the damage	Quantity

A complaint report shall be sent to the following e-mail address: reklamacje@hybryd.com.pl or to the post address:

„Hybryd” sp. z o. o.
Sikorskiego 28
44-120 Pyskowice
Poland
tel.: +48 32 233 98 83
fax: +48 32 233 98 84

The complaint is filled in by the Buyer in accordance with the Hybryd General warranty conditions. This report shall be sent via complaint form whose template is available on www.hybryd.eu.

The obligation to deliver defective goods to the seat of the Guarantor is on the Buyer. In case of a justified complaint, the costs of delivering the goods to the seat of the Guarantor and the cost of return shipment of repaired or free from defects goods to the seat of the Buyer, is burdening the Guarantor.

In case of unjustified complaint, all costs incurred by the Guarantor related with the complaint procedure (working time of the servicemen, used materials, expert opinion) is on the Buyer. The amount of the costs is calculated in accordance with the rates used by the Guarantor or resulting from the commonly binding regulations.

The Guarantor may, at their own discretion:

- repair the defective goods free of charge,
- replace with free of charge goods,
- return to the Buyer the price paid for the goods or lower the price respectively in case the replacement is not possible or unjustified economically or technically.

Confirmation of the approval of the guarantee conditions: