

.....  
City, date

.....  
Name and Surname

.....  
Address

.....  
Phone number

.....  
E-mail

**COMPLAINT FORM  
FIRST 11 ONLINE STORE**

<b>This form shall be filled in and sent back only in the case of making a complaint</b>	
PRODUCT NAME	
RECEIPT / INVOICE NUMBER OR OTHER DOCUMENT (providing a receipt / invoice or other document is not mandatory)	
ORDER NUMBER	
DATE OF PURCHASE	
DESCRIPTION OF THE DEFECT	
WHEN WAS THE DEFECT NOTICED?	
CUSTOMER REQUEST	Customer: 1. <input type="checkbox"/> requests that the defect be removed, or 2. <input type="checkbox"/> requests replacement of a product free from defects 3. <input type="checkbox"/> withdraws from the contract
<b>BANK TRANSFER DETAILS</b>	
Bank account number	
Name and Surname	
Address	

The Seller will respond to the Customer's complaint within 14 days from the date of submitting the complaint. This form is ancillary, the Customer may submit a complaint in a different form by sending it to the address of the Seller: FIRST 11 S.A. ul. Longinusa Podbiłęty 29B 31-980 Kraków, or by email: office@first11.co. The

customer will be informed by e-mail or in writing about the result of the complaint.

The Customer undertakes to collect the Goods complained within 60 days counted from the date of informing the Customer in the manner provided above for the method of considering the complaint. In the event of repair or replacement of the Goods being advertised, the time limit referred to in the preceding sentence shall run from the day the Customer is notified of the repair or exchange of the Goods.

.....  
*Customer signature*