

The use of this form is voluntary.
apart.eu e-shop

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date of receiving the complaint

store number

APART

store stamp

COMPLAINT / COMPLAINT ACCEPTANCE PROTOCOL NO.
IN THE APART.EU E-SHOP CUSTOMER SERVICE.

CONTACT DETAILS OF THE PERSON SUBMITTING THE COMPLAINT							
	First and last name: Address: Telephone No.: E-mail: Loyalty card number:						
DETAILS OF THE PERSON AGREEMENT	<p>Date of purchasing the Product: , purchase price: , Product name: , pattern (brand): , size (ref. No.): , other:</p> <p>To confirm concluding the Agreement / making the purchase, the person submitting the complaint attaches:</p> <table><tbody><tr><td><input type="checkbox"/> copy / original receipt **</td><td><input type="checkbox"/> copy / original invoice **</td><td><input type="checkbox"/> warranty card (original)</td></tr><tr><td><input type="checkbox"/> bank account statement</td><td><input type="checkbox"/> certificate No.:</td><td><input type="checkbox"/> other:</td></tr></tbody></table> <p>The Product / Service was used from the date of purchase and does not have / has** signs of use in the form of (PRELIMINARY DESCRIPTION OF THE PRODUCT CONDITION – damages resulting from the use of the Product):</p>	<input type="checkbox"/> copy / original receipt **	<input type="checkbox"/> copy / original invoice **	<input type="checkbox"/> warranty card (original)	<input type="checkbox"/> bank account statement	<input type="checkbox"/> certificate No.:	<input type="checkbox"/> other:
<input type="checkbox"/> copy / original receipt **	<input type="checkbox"/> copy / original invoice **	<input type="checkbox"/> warranty card (original)					
<input type="checkbox"/> bank account statement	<input type="checkbox"/> certificate No.:	<input type="checkbox"/> other:					
REASON FOR COMPLAINT	<p>Description of non-conformity / defect of the Product / Service with the Agreement:</p> <p>When and under what circumstances the Product non-conformity / defect has been determined:</p>						
REQUEST OF THE PERSONS SUBMITTING THE COMPLAINT	<p>REQUEST OF THE PERSON SUBMITTING THE COMPLAINT:</p> <table><tbody><tr><td><input type="checkbox"/> on the basis of the regulations: the Civil Code Act of 23 April 1964 (warranty)</td><td><input type="checkbox"/> on the basis of the terms and conditions of the guarantee</td></tr><tr><td colspan="2"><input type="checkbox"/> other:</td></tr></tbody></table>	<input type="checkbox"/> on the basis of the regulations: the Civil Code Act of 23 April 1964 (warranty)	<input type="checkbox"/> on the basis of the terms and conditions of the guarantee	<input type="checkbox"/> other:			
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<input type="checkbox"/> other:							

Information on the method of handling the complaint can be obtained in the store in which the complaint has been submitted, and if it is associated with any inconveniences or costs, by telephone at +48 61 895 57 88 and by email: info.en@apart.eu.

The lack of response within 14 days means that the Seller found the complaint to be justified and proceeded to implement the Customer's request.

When receiving the Product as part of the complaint, the employee of the APART Sp. z o.o. store conducts initial visual inspection and description of the object of the complaint. Visual inspection and description of the Product will be made by a person with specialist knowledge and expertise (including in the field of jewellery and watchmaking). Failure to provide the Product complained about to the Seller for inspection makes it impossible to determine whether the Product is inconsistent with the Agreement / defective.

I was informed that the use of this form is voluntary, and I may submit the complaint in any other way convenient for me. APART stores are customer service points of apart.eu e-shop.

Signature of the person submitting the complaint: Signature of the person receiving the complaint:

SELLER'S DECISION	Method of settling the complaint:
	<p>The person submitting the complaint acknowledges the receipt of the Product and documents submitted:</p> <p>Date: Signature of the person submitting the complaint:</p>