COMPLAINT/RETURN FORM*

Want to make a return? It's easy. Just fill out the form and return items using one of the methods listed on the back.

Name and surname/ Company name			
Tax Identification Number			
Buyer's address			
Contact telephone number		Email address	
Date of purchase of goods		Invoice number	
Product name		Product code	
Purchase price		Quantity	
Reason for complaint/return*:			
Date of finding the defect/damage/complaint*			
The buyer's request			

Transfer information

IBAN NUMBER: _____

SWIFT/BIC CODE: _____

*delete if not applicable

The Seller undertakes to consider the complaint within 14 days from the date of receipt of this complaint form.

Place and date

Signature of the buyer

Al. Kazimierza Wielkiego 6E
87-800 Włocławek, POLAND
T: + 48 54 411 25 55
E: office@renex.pl
Consulting: dth@renex.pl
Servis: serwis@renex.pl

DO YOU WANT TO MAKE A RETURN?
YOU CAN CHOOSE ONE OF TWO OPTIONS:

1. **SEND IT AT YOUR OWN EXPENSE TO THE ADDRESS:**

   RENEX SP. Z O. O. SPÓŁKA KOMANDYTOWA
   Al. Kazimierza Wielkiego 6E, 87-800 Włocławek
   With a note: „Renex - return"

2. **FREE RETURN AT THE COMPANY'S HEADQUARTERS:**

   If you do not want to bear the transport costs, you can return the goods at our company's headquarters.
   Our Customer Service Department will assist you in completing the necessary formalities, and you will receive your refund in the same form as the original payment, unless you agree to another method of refund (e.g., to the provided bank account number in case of cash payment).

REMEMBER

14 DNI

THE RETURN (COMPLAINT/RETURN) MUST BE MADE WITHIN 14 DAYS FROM THE DATE OF RECEIVING THE SHIPMENT

Remember to fill out the complaint/return form. You can do this by filling out the return form attached to the shipment or sending another statement of withdrawal from the contract in writing or electronically to the email address export@renex.pl We will be grateful for attaching the original or a copy of the invoice or receipt, it will facilitate our service.

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WE DO NOT ACCEPT GOODS, WHICH:

- spoil quickly or have a short shelf life
- are delivered in a sealed package which cannot be returned once opened
- cannot be returned for protection reasons of health or hygiene reasons
- the package has been opened after delivery
- are delivered in sets

THE REFUND PROCESSING TIME MAY TAKE FROM 5 TO 14 DAYS, IN ACCORDANCE WITH APPLICABLE REGULATIONS.

The Seller shall, no later than within 14 days from the date of receipt of the Consumer's declaration of withdrawal from the contract, return to the Consumer all payments made by him, including the costs of delivering the goods. The seller refunds the payment using the same method of payment that the consumer used, unless the consumer has expressly agreed to another method of refund that does not involve any costs for him.

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