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COMPLAINT FORM (ANNEX 3)

1. CUSTOMER INFORMATION (TO BE COMPLETED BY THE CUSTOMER)

Name and surname _____

Postcode _____ City _____

Phone _____ Date of completing the complaint form _____

2. INFORMATION ON THE SUBJECT OF THE COMPLAINT (TO BE COMPLETED BY THE CUSTOMER)

Product _____ Order no. / VAT invoice _____

Date and place of purchase _____ Date of noticing the defect _____

DESCRIPTION OF THE DEFECT / CAUSE OF THE COMPLAINT (TO BE COMPLETED BY THE CUSTOMER)

DEMANDS OF THE COMPLAINANT (TO BE COMPLETED BY THE CUSTOMER)

- Repair of the product
- Replacement of the product with a defect-free product
- Price reduction
- Withdrawal from the contract if the defect is significant

Legible signature of the customer

Pursuant to the Act on Consumer Rights of 30 May 2014, the selection of the method of filling the complaint depends on the Consumer. The Seller has the right to refuse to meet the Consumer's demand according to the principles indicated in the above-mentioned Act.

1. The complaint shall be submitted in writing to the following address:

Łukasz Grzywacz Rynek 8/2, 43-430, Skoczów, Poland or via e-mail to info@lucalongboards.com

or in any other legally permissible form.

2. The Consumer may file a complaint regarding the product if it has a physical or legal defect.

3. The Seller undertakes to process the complaint within 14 calendar days from the date of its filling and inform the Consumer about the outcome of processing the complaint.

4. In the event of acknowledging the complaint the product shall be sent back in a sealed packaging to the Seller's address or to the place indicated by the Seller.

The product shall be adequately protected against damage during transport.

SELLER'S NOTES - DECISION ON THE COMPLAINT

Date of receipt of the complaint _____

Person processing the complaint _____

Date of processing the complaint _____

Seller's stamp and signature

The complaint has been acknowledged / has not been acknowledged for the following reasons:

Further complaints procedure - information for the Customer