

HEDCOMET COMPLAINT FORM

NON-CONFORMITY OF GOODS WITH THE CONTRACT

If you wish to submit a complaint, please complete this form and send it electronically to: **store@hedcomet.com** and INCLUDE A COPY IN THE PACKAGE.

Full name:

Contact phone number:

Email address:

Date of purchase:

Product:

DESCRIPTION OF DAMAGE OR DEFECT:

SELECT PREFERRED SOLUTION:

Repair or replacement of the product

Withdrawal from the contract*

* In the following cases:

- The seller refused to bring the product into conformity with the contract
- The non-conformity persists (this is a repeated complaint for the same product)
- The seller did not repair or replace the product within a reasonable time
- The defect is significant (the product cannot be used as intended)

RETURN SHIPPING DETAILS:

In case of repair or replacement, the product will be returned by the manufacturer to the address below:

Full name:

Address:

Postal code:

City:

Date and signature: