

# KOPYTO

## COMPLAINT FORM

Name and surname:	
Order number:	
Email used in order:	
Bank account number for refund:	
Purchase date:	
Date of filing the COMPLAINT:	
Product/model name and color:	

- Reason for COMPLAINT (detailed description of the defect):

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- Claimant's request:

Please tick the appropriate box:

- Free Repair
- New same model\*
- Refund of purchase price\*

\*) only in cases where:

- repair or replacement is not possible or requires excessive costs,

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- the seller did not replace the item with a new one or did not repair the item in a timely manner,
- replacement or repair would expose the complainant to significant inconvenience.

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Client's data and signature

## **General conditions for submitting complaints:**

1. The complaint should be submitted in writing and sent together with the product and the receipt (if it was not issued in electronic version) to the address:  
  
Z Koptem Sp. z o.o.,  
ul. B. Spiechowicza 36, 43-300 Bielsko Biała,  
tel.: +48 513 205 504, [returns@kopyto.co](mailto:returns@kopyto.co)
2. Goods should be protected against damage during transport. We are not responsible for any damage incurred during transport resulting from improper packaging for shipment.
3. Complaints cover only manufacturing and hidden defects of the product.
4. The complaint does not cover improper use or washing of the product.
5. Due to differences in computer monitor settings, photos may differ slightly from the actual product color. Differences between the color seen on your screen and the actual product cannot be grounds for complaint.
6. If the complaint is accepted, the shipping costs will be borne by the Seller.
7. The Seller undertakes to consider the complaint within 14 days of its receipt and to inform the Buyer of the decision.
8. Detailed returns and complaints regulations can be found on our website <https://kopyto.co/page/returns-and-complaints>