

(Appendix no. 2 to Terms and Conditions of beSmart Online Shop)

.....
[place, date]

.....
.....
.....

**[Consumer’s personal details
(name, surname, address)]**

**BESMART DESIGN SP. Z O.O
Wspólna 1 street
42-125 Libidza, Poland**

COMPLAINT

I hereby declare that goods purchased by me on the _____ of _____ are faulty.
The defect of the goods involves _____.
The defect was discovered on the _____ of _____. Therefore, on the basis of the
Civil Code Act of 23 April 1964, I demand:

- replacement of goods* (Art. 561 para. 1)
- free repair of goods* (Art. 561 para. 1)
- reduction of the goods price by PLN _____ (in words: _____),
Please reimburse me the amount above by transferring it to account no.
_____ / via postal order sent to my address* (Art. 560 para. 1)
- to withdraw from the agreement and request the purchase costs to be refunded to
account no. _____* (Art. 560 para. 1)

Please find enclosed the purchase confirmation.

Yours faithfully,

[CONSUMER SIGNATURE]

**delete as appropriate*