ALPINUS

COMPLAINT FORM

01

COMPLETE THE FORM BELOW, COMPLETING THE REQUIRED FIELDS.

YOU HAVE 2 YEARS FROM THE DATE OF PURCHASE TO MAKE A COMPLAINT.

02

SEND THE GOODS TOGETHER WITH THE COMPLETED FORM TO THE FOLLOWING ADDRESS:

ALPINUS GROUP SP. Z O.O.
HANDLOWA 24
84-241 GOŚCICINO

YOU CAN RETURN YOUR PARCEL FOR FREE BY:

InPost | Szybkie Zwroty

03

WE HAVE 14 DAYS TO CONSIDER THE COMPLAINT

GOODS RETURNED UNDER A COMPLAINT SHOULD BE CLEAN AND HYGIENIC.

ORDER NUMBER / ALLEGRO NICKNAME	
PLACE OF PURCHASE	SELECT THE CORRECT ONE: ALPINUS.EU, ZALANDO, MODIVO, DECATHLON, ALLEGRO, EMPIK
NAME AND SURNAME	
PHONE NUMBER, E-MAIL	
ADDRESS	
BANK ACCOUNT NUMBER	

I AM FILING A COMPLAINT REGARDING	☐ NON-CONFORMITY OF THE GOODS WITH THE ☐ WARRANTY AGREEMENT

DESCRIPTION OF THE DAMAGE TO THE RETURNED GOODS

IN CONNECTION WITH THE ABOVE, IN ACCORDANCE WITH ARTICLE 8, SECTION 1 OF THE ACT OF 27 JULY 2002 ON SPECIFIC TERMS AND CONDITIONS OF CONSUMER SALES AND AMENDING THE CIVIL CODE (POLISH JOURNAL OF LAWS NO. 141, ITEM 1176),

I AM ASKING FOR*

☐ REPLACEMENT/REPAIR
☐ REFUND

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DATE AND CUSTOMER SIGNATURE

PLEASE NOTE
The company does not accept cash-on-delivery parcels from customers or those sent to a parcel locker.
The store has the right to withhold processing a complaint until it receives all the necessary documents from you.

* The seller ultimately decides on the form of complaint handling.