Complaint form

(notification of lack of conformity of goods with the contract)

Seller:
Agata Marglewska – Ametyst Studio
ul. Rwańska 11, 26-600 Radom, Poland
Tax ID (NIP): 7962858882, REGON: 521868488
e-mail: hello@ametyst.studio, phone: +48 606 666 501

Full name:

Address:

E-mail and phone:

Order number and date of purchase:

Date the product was delivered:

Name of the product:

Description of the lack of conformity (what happened and when you noticed it):

What do you request? (tick one):

☐ repair of the product
☐ replacement with a new product
☐ price reduction of: .....
☐ withdrawal from the contract (refund)

You may request a price reduction or withdrawal if repair or replacement is impossible, has not been carried out within a reasonable time, or the lack of conformity persists. Withdrawal is not possible if the lack of conformity is minor.

Bank account number for a possible refund (optional):

....
Date Signature

Send the form by e-mail to hello@ametyst.studio or by post to the address above. Please attach photos of the product if possible. We will reply within 14 days. Using this form is not mandatory – you can submit a complaint in any form.