

Here is your product complaint form.

We make every effort to ensure that our products are of the highest quality and serve you for years. However, if for some reason the product turned out to be defective, this form is prepared especially for you.

More details available at:

www.carpatree.com/page/returns-and-refunds

Need help? If you have any questions regarding your order, please get in touch with us at info@carpatree.com

How to make a complaint in three steps?



1. Fill in the form below selecting complaint reason from the list.



2. Carefully pack the products and send them to our warehouse together with a filled in form:
Carpatree sp. z o.o., ul. Piotra Czajkowskiego 15, 43-300 Bielsko-Biała, Poland



3. Wait for your new product shipment or money return. It should be processed within 14 days of delivering the goods to our warehouse.

Complaint form

for products purchased remotely from Carpatree sp. z o.o.

Name and surname

Address

E-mail

Phone

Name of the product to which the complaint relates

Order number

Complaint reason (please select)

- Damaged fabric (holes)
- Damaged logotypes
- Damaged zipper
- Damaged seam
- Another defect (please specify) _____

- Fabric shrunk
- Fabric stretched
- Fabric puffed
- Discolored fabric

I expect:

Exchange for a new product

Money return

IBAN & SWIFT (applies only to orders shipped with cash on delivery)

According to the Act of May 30, 2014 (Journal of Laws of 2014, item. 827 amended) the customer is entitled to return the goods within 14 days of delivery without giving reasons within the withdrawal from the contract according to the general rules laid down in the provisions on distance contracts. The goods must be returned with no signs of use, together with a properly completed return/exchange form.

A refund for the returned goods will be fulfilled within 14 days to the customer's account.

The buyer covers the costs of returning goods. Our warehouse does not accept "cash on delivery" packages.

Date

Buyer's signature