

# Complaint Form



Please complete all required fields. The complaint product should be sent dry and, if possible, clean.

DATE OF SUBMITTING THE COMPLAINT: \_\_\_\_\_

DATE OF DETECTION OF THE DEFECT: \_\_\_\_\_

## CURRENT CUSTOMER CONTACT DETAILS

NAME AND SURNAME / COMPANY: \_\_\_\_\_

STREET / HOUSE NUMBER: \_\_\_\_\_

POST CODE, CITY: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

## DATA OF THE PRODUCT

ORDER NUMBER: \_\_\_\_\_

NAME OF THE COMPLAINT PRODUCT: \_\_\_\_\_

MANUFACTURER CODE OR PRODUCT EAN: \_\_\_\_\_

## DESCRIPTION OF THE DEFECT

FACTORY DEFECTS	<input type="checkbox"/>	MATERIAL ABRASION	<input type="checkbox"/>	CRACKED SOLE	<input type="checkbox"/>	CROPPING OF THE MATERIAL / FRACTURE OF THE MATERIAL	<input type="checkbox"/>
HOLES	<input type="checkbox"/>	COLOR PROBLEM / COLOR PEAK	<input type="checkbox"/>	DAMAGED KEEPER	<input type="checkbox"/>	WRONG MODEL	<input type="checkbox"/>
NO BUTTON / DAMAGED RIVET / DRIVE	<input type="checkbox"/>	OVERPRINT	<input type="checkbox"/>	WRAPPING	<input type="checkbox"/>	WRONG SIZE / COLOR / FABRIC	<input type="checkbox"/>
SEAM PROBLEM	<input type="checkbox"/>	SPLITTED SOLE	<input type="checkbox"/>	BROKEN SLIDER	<input type="checkbox"/>	THE REMAINING (COMPLETE DEFECT DESCRIPTION)	<input type="checkbox"/>

## UNDER WHAT CIRCUMSTANCES WAS A DEFECT FOUND?

DURING USE

OTHERS

## EXPECTED FORM OF DEALING WITH COMPLAINTS:

REPLACEMENT FOR A NEW

REPAIR

MONEY BACK (WITHDRAWAL FROM THE CONTRACT)

PRICE REDUCTION TO THE PRICE

Please send the product (s) together with the completed complaint form to the following address: Kokotów 812 C, 32-002 Kokotów, Poland with the note **"DC ANSWEAR – PRM COMPLAINTS"**. For security, please send parcels with confirmation pickup or using the services of a courier company. The complaint will be considered within 14 days of receipt of the goods by Answear.com. If you have any questions regarding the complaint, please contact our Customer Service Office at telephone number **+48 12 380 07 94**.

We process your data contained in the complaint form in order to implement the complaint process. The basis for processing is the implementation of the legal obligation of the provisions on the warranty for defects in the goods sold. See our Policy Privacy on [www.prm.com/eu/a/privacy-policy](http://www.prm.com/eu/a/privacy-policy), in which you will find information on the principles of processing your personal data by Answear.com SA, based in Krakow as the Administrator and about the tools for exercising your rights.



Customer signature

**DC ANSWEAR -  
PRM COMPLAINTS  
Kokotów 812 C  
32-002 Kokotów  
Poland**

Address label to be affixed to the parcel containing the product under complaint.

The label is only an aid to the correct addressing of the parcel, it does not dictate the method of shipment of the product under complaint.