

Complaint procedure sheet

1. A condition for accepting a complaint is the delivery of a correctly completed complaint form together with photo or video documentation in person, by e-mail, fax or registered letter. Complaints form in paper version should be sent to the address of our company:
TIS Tomasz Anioł ul. Błonia 5, 39-220 Pilzno.
2. Complaints are accepted only for products purchased directly at the headquarters of TIS Tomasz Anioł ul. Błonia 5, 39-220 Pilzno. Complaints about goods purchased from brokers or dealers should be reported directly at the place of their purchase.
3. The lack of the required documentation or its incorrect completion will result in the rejection of the application.
4. The condition for accepting a complaint for further processing is delivery of at least sample of the product being the subject of a complaint in person or via a carrier (forwarder) ordered by the Seller to the company's headquarters in Pilzno.
5. After considering the complaint, the Customer receives information from the Quality Control Department about its effect.
 - a) Exchange of goods for a new one – The goods will be sent to the address indicated by the claimant in the protocol.
 - b) Invoice correction – 2 copies of the invoice correction will be sent to the address of the buyer of the goods indicated in the protocol. After one signed copy is sent back to Seller, the correction will be settled.
 - c) Repair of the goods – The repaired goods will be sent to the address indicated by the claimant in the protocol.
 - d) Rejection of the complaint – the customer will receive a letter explaining the reason for the negative consideration of the case along with recommendations for further use of the advertised goods.
6. Bearing in mind the well-being and satisfaction of our customers, we remain at your disposal from Monday to Friday, 7-16 hours – by phone or e-mail.