

The return address and phone number is available at: www.bolf.eu/complaints
Customer details (filled by the Customer)
Login:Order no.:
Name & Surname:Phone no:
Zip code & town:
Address:
E-mail:
Bank account number:
SWIFT:
Shipping address (filled by the Customer)
Name & Surname:Phone no.:
Zip code & town:
Address:
Product description (filled by the Customer)
Product ordered:
Defect description/cause of complaint (filled by the Customer)
Customer request (filled by the Customer)
free of charge replacement of replacement for cancellation of the repair brand new* contract – refund*
According to the art. 8 paragraph 4 of the Act of 30 May 2014 of Consumer Rights and the Civil Code (Journal of Laws No. 1964 No. 16, item 93 with amendments) the choice of requests belongs to the Customer.
* Possible only if: - received goods are defective or not compatible with the order (different model, size, colour) - repair or exchange is impossible or require excessive costs - the Seller did not replace it with brand new or repair it in a suitable time - exchange or repair would expose the Customer for the significant inconvenience *** the defect or malfunction of a part or the lack of it does not significantly affect the whole utility of the purchased product
Customer signature
Customer signature
General conditions for complaint procedure and recognition of it:  1. The complaint shall be submitted in writing (a properly completed complaint form) and sent along with the product including the proof of purchase to the company address.  2. The complaint covers only defects resulting from causes inherent in the purchased goods, provided that the product was used for its intended purpose.  3. The Seller is obliged to look into the complaint within 14 days of its notification and inform the Customer about the complaint procedure decision.

**Note!**COD parcels sent as a part of the complaint are not acceptable.
Refund is only possible by bank transfer.