

BOLF



returns@bolf.eu (Mon – Fri: 8am – 4pm)

CZECH REPUBLIC	FRANCE	GERMANY	ITALY	POLAND	SLOVAKIA	SPAIN	UNITED KINGDOM
bolf.cz/BOLF Sp. z o.o. Sp. k. P.O.Box č.25 Okružní 1260 46401 Frydlant v. Čechách	Ezi Returns - BOLF Avenue Jean Jaures Bagneres De Luchon 31110 France	Bolf GmbH Norstr. 11A 02763 Zittau, Germany Milan	BOLF - IFS - Ezi Returns Via Vanoni 5 20037 Paderno Dugnano Milan	BOLF Sp. z o.o. Sp. k. ul. Kozuchowska 32 65-364 Zielona Góra	Bolf.sk-olzalogistik P.O.Box č.41 2201 Čadca	Calle Diamante 19 P.I. La Ermita 29603 Marbella Malaga	Caribou - EZI - BOLF 363 Stockley Close West Drayton UB7 9BL UK

Login: Order no.:

Name & Surname: Phone no.:

Zip code & town:

Address:

E-mail: Complaint date:

Bank account number:

[illegible]

SWIFT:

[illegible]

Name & Surname: Phone no.:

Zip code & town:

Address:

Product ordered:

Defect description/cause of complaint (filled by the Customer)

Customer request (filled by the Customer)

☐ free of charge repair ☐ replacement of defective part ☐ replacement for brand new* ☐ cancellation of the contract – refund* ☐ price reduction**

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

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!

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

Remember to attach the receipt/invoice to the completed complaint form!