

Place, date

To

kotyliony.com

Hodura 6

30-416 Kraków

Poland

First name, last name

Consumer address

Letter of complaint

I hereby notify that the product I purchased, delivered on, is defective. The defect involves The defect has been detected on In view of the foregoing, pursuant to the Act of 23 April 1964 Civil Code, I hereby claim for:

- an exchange of the product for a new one* (Section 561 § 1)
- free repair of the product* (Section 561 § 1)
- a price reduction of the product by the amount of (say:) zł. Please return the specified amount to the following bank account/ by postal money order to my address* (Section 560 § 1)
- I withdraw from the agreement and request the refund of the price for the product to be made to the following bank account * (Section 560 § 1)

Sincerely,

*delete as appropriate