

 <p>FOLIAREX Innovation leader</p> <p>Osiedle Przemysłowe 22, 69-100 Słubice REGON: 211043530, NIP 598-14-93-305</p>	<h2>COMPLAINT FORM</h2> <p>No. SL/...../...../.....</p>	
FILL IN BY COMPLAINANT:		
Date of purchase:	Name and index of product, describe of printing on goods, Code number printed on foils:	Place for enclosed stickers from complained products:
Invoice no. / Specification no.:		
Sale unit:		
Quantity of faulty product:		
Please describe your complaint (recognized defects, faultiness, etc.):		
Address where complained goods could be fund:	Name and address of seller/distributor:	
	Date:	Signature:
FILL IN BY FOLIAREX SP. Z O.O.		
Quality department. Describe of complaint and proposition how to solve complaint.	Date: Signature:	
Complaint department. Describe of complaint and proposition how to solve complaint.	Date: Signature:	

1. Complaints may refer to:
 - Product's non-compliance with the order,
 - Manufacturing defects,
 - Non-compliance of product quantity in collective packages – quantity of products on pallets or rolls
 - Legal defects, e.g. lack of documents allowing the products to be launched for sale.
2. The ground for examining the quality and legal complaints shall be the document of purchase or its number, label of complained product and complaint note submitted on an original complaint form which shall contain detailed defect's description and any evidence, if possible (sample, photo documentation, etc.)
3. The ground for examining the quantity complaints shall be the packing list or good dispatched note (WZ)
4. Quantity and legal complaints shall be submitted within 7 days from the date the defect was found, not later however than three months from the date the goods were received. After the expiration of that term the complaints will not be examined.
5. Quality complaints shall be submitted within 7 days from the date the defect was found.
6. Complaints note shall not entitle to suspension of payment for the ordered goods.
7. Complaints will not be accepted in case the products were incorrectly stored or used.
8. In any case the compliant and other compensation claims shall be limited to the value of the complained quantity of goods in the delivery in question.
9. On no account Foliarex Sp. z o.o. Słubice shall be liable for any lost profits, indirect damage, consequential damage and losses resulting from production stoppages.