

Annex No. 1 - Complaint Protocol

If you wish to make a complaint, please provide us with the following information: (Please cross out the inappropriate):

Order/invoice number:

Name and surname / Company:

Contact (email, phone):

Which product are you advertising? (name including colour or product code if applicable)

What is the reason for the complaint?

Product defect, description of defect:

Which solution do you prefer? (Strike out the inappropriate)

Correction

Delivery of the same goods at the expense of Pola Fashion, s.r.o.

Voucher

The ordered products are missing, it's about:

What kind of solution are you referring to? (Strike out the inappropriate)

Delivery of the same goods at the expense of Pola Fashion, s.r.o.

Voucher

Further information / Other suggested method for handling the complaint:

Date:

Caption:

Send the completed form with photos of the damaged goods to the following email address: info@polacosmetics.cz. Please contact us by email with the attached photographs before sending the claimed goods to our address.

In the event that we ask you to send defective goods, we will create a claim with the carrier. You can then submit the goods at any delivery point of the Parcel Post or PPL, which offers a Complaints Assistant service. The cost of shipping is covered by Pola Fashion.

In the event that you send the goods by other means, the claim for reimbursement of the delivery cost will be limited to the value of the shipping cost of the Parcel Service or PPL.

What happens next?

We will endeavour to resolve the complaint as soon as possible, but within 30 days at the latest.

Thank you for your cooperation and information.