APPENDIX 1 TO THE REGULATIONS OF THE FLAVORIKA ONLINE STORE

The document is an integral part of the Regulations of the Flavorika Online Store.

I. Customer Data

Name of the entrepreneur:
……. .....

NIP / VAT EU:
……

Headquarters address:
……

Contact person:
……. .....

Telephone:
……. .....

E-mail address:
…… ……

II. Order details

Order number:
……. .....

Invoice number:
……

Date of purchase:
……

Delivery date:
……. .....

III. The advertised product

Product name, Batch number, Quantity, Expiration date

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IV. Type of complaint

☐ quality defect

☐ quantity defect

☐ damage during transport

☐ product not in accordance with the order

☐ incorrect labeling

☐ incomplete delivery

☐ other

V. Description of the complaint

Please provide a detailed description of the non-compliance found, the circumstances of its discovery and any information that may facilitate the processing of the complaint.

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VI. Attachments

The form is accompanied by:

☐ photographs

☐ copy of the invoice

☐ WZ document

☐ Carrier's Damage Report

☐ quality documentation

☐ other documents

VII. Expected method of handling the complaint

☐ exchange of goods

☐ filling in the gaps in quantity

☐ price reduction

☐ Correction invoice

☐ refund

☐ other:

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VIII. Declaration

I declare that:

- the information contained in the form is consistent with the facts,
- the advertised product was stored in accordance with the manufacturer's requirements,
- the report was made immediately after the non-compliance was identified,
- the documents provided are complete and true.

IX. Details of the person submitting the complaint

Name and surname:

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Position:

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Date:

.....

Signature:

.....

X. Completed by Flavorika Sp. z o. o.

Complaint number:

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Date of receipt:

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Person in charge:

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Decision:

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☐ complaint accepted

☐ complaint partially accepted

☐ complaint rejected

Comments:

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Complaint filing instructions

The form should be sent, along with the required documents, to the email address provided in the Store's Terms and Conditions or another official Flavorika communication channel. In justified cases, the Seller may request additional documentation or a sample of the product being complained about.

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