

## COMPLAINT FORM

You can make a complaint about the product using this form. Answer a few questions:

### 1. WRITE WHAT IS THE SUBJECT OF YOUR COMPLAINT:

a) name of the product .....

b) order / receipt number .....

c) order date .....

### 2. DESCRIBE THE REASON OF THE COMPLAINT:

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### 3. HOW DO YOU WANT TO MAKE A RETURN?

a) at the main seat of D-Centa Sp. z o.o. - ul. Żurawia 7/9 in Łódź, from 9 a.m. to 4 p.m., from Monday to Friday.

b) sending the package back to the address of D-Centa Sp. z o.o., ul. Żurawia 7/9, 91-455 Łódź;

Put in the package: the returned goods, the receipt and this form, after filling it in. Send the parcel to the following address: D-Centa Sp. z o.o. ul. Żurawia 7/9 91-455 Łódź. We will process the complaint as soon as possible.

### 4. NOW WE NEED SOME INFORMATION ABOUT YOU:

a) first name and last name .....

b) address .....

c) e-mail .....

d) phone number

### 5. AND FORMALITIES AT THE END, WHICH IS YOUR DECLARATION NEEDED TO PROCEED WITH THE COMPLAINT:

**I declare I know the conditions of the complaint determined by the Terms and Conditions of the Genetech Store available at [www.d-centa.pl](http://www.d-centa.pl).**

Date and your signature: .....

And that's it! If you have any questions write at: [info@d-centa.pl](mailto:info@d-centa.pl)