

COMPLAINTS AND WITHDRAWAL FROM THE CONTRACT BY CONSUMER BUYERS

1. Complaints concerning non-conformity of goods with the contract, physical defects of the goods sold and damage to a consignment during transport concerning goods purchased in Lancerto online shops may be reported by the Buyer to the address: Lancerto S.A., ul. Podzwierzyniec 29, 37-100 Łańcut, or to the e-mail address: office@lancerto.com. Detailed rights of the Buyer who is a consumer are provided for in Articles 556 - 576 of the Act of 23 April 1964 - Civil Code (consolidated text; Dz.U. of 2014, item 121, as amended).
2. Pursuant to the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2014, item 827, as amended), a Buyer who is a consumer has the right to withdraw from a sales contract concluded at a distance without giving any reason, within 14 days of taking possession of things (from the date of delivery of goods), by submitting to Lancerto S.A. a written statement of withdrawal from the contract, according to the attached model (link to the model statement of withdrawal from the contract with instructions), sent by mail or e-mail.
3. In case of sending a statement of withdrawal via e-mail, the original statement should be attached to the consignment with the returned goods. In such a case, Lancerto S.A. will immediately send the Buyer an e-mail confirmation of receipt of the information on withdrawal from the contract.
4. Returned goods must be complete and must be in an unaltered condition under normal management, meaning that the consumer is liable for any reduction in the value of the goods resulting from the use of the goods beyond what is necessary to establish the nature, characteristics and functioning of the goods.
5. Returned goods should be sent back at the consumer's own expense to the address of the shop immediately, but no later than 14 days from the date of the declaration of withdrawal from the contract. Lancerto S.A. reserves the right to refuse to accept consignments sent by the Buyer COD.
6. All payments made by the Buyer who is a consumer, including the costs of delivering things, will be reimbursed by Lancerto S.A. immediately after checking the goods for compliance with the requirements set out in point 4 above and no later than within 14 days from the date of receipt by Lancerto S.A. of the statement of withdrawal from the contract.
7. The Buyer is obliged to protect the goods being returned against damage. In case of destruction or damage to goods during transport, Lancerto S.A. will draw up a damage report which constitutes the basis for a complaint against the carrier.
8. Pursuant to the Act of 30 May 2014 on consumer rights (Dz.U. of 2014, item 827, as amended), the right to withdraw from a contract concluded at a distance is not available to a consumer, inter alia, with respect to contracts in which the subject of the performance is a thing delivered in sealed packaging, which cannot be returned after opening the packaging due to health protection or hygiene reasons, if the packaging was opened after delivery.
9. Defects inherent in goods at the time of delivery to the Buyer are subject to complaint. Damage caused in particular as a result of improper handling by the Buyer, improper use of the goods by the Buyer, repairs and self-made changes or adaptations are not subject to complaint.

date of purchase

date of receipt

product name, size

order No.

VAT invoice No./receipt No.

date and detailed description of the scope of the defects, circumstances under which they occurred/reason for return*

comments regarding product

REPAIR

EXCHANGE

PRICE REDUCTION

CASH REFUND

CONTRACT WITHDRAWAL**

I, _____

hereby give notice of my withdrawal from the contract of sale.

**

name

bank name and account number

phone number

Caution! Contract withdrawal within 14 days is only possible when returned goods are complete and must be in an unaltered condition under normal management (no damage or being used).

I declare that, in accordance with Article 7.1 of 2 March 2000. ACT on the protection of certain consumer rights and on the liability for damage caused by a dangerous product (Journal of Laws No. 22, item 271) I withdraw from the contract of sale at www.lancerto.com online store dated on

The person accepting

Your legible signature

* delete as not appropriate
 ** in the event of withdrawal from a contract
 *** to be completed by Lancerto Customer Service

Now you can send the ordered item with proof of purchase to:

LANCERTO S.A.
 UL. PODZWIERZYNIEC 29
 37-100 ŁAŃCUT