**COMPLAINT FORM**

**IMMORTALNUTRITION.EU**

**CLIENT DATA**

Full Name: ………………………...............................................................……………..

Street and House/Apartment Number: ………………..............…………………………………

Postal Code and City: ………………..............………………………………………………….

Phone: ………………..............……………………………………………………….…………..

E-mail: ………………..............……………………………………………….….….………….….

**ORDER DETAILS**

Order number: ………………..............……………………………………………….….….……

Allegro username(if the order was placed on Allegro): .............................................................................

Purchase Date: ......................................................................................................................

Order value(excluding shipping costs): ...................................................................................

**DETAILS OF THE CLAIMED ITEM**

|  |  |
| --- | --- |
| **CLAIM FORM** | |
| Item name |  |
| Defect Description |  |
| Date Defect Noticed |  |
| Customer Request (mark the appropriate option) | 1. I request a replacement with a defect-free item  2. I withdraw from the contract and request a refund |

**BANK ACCOUNT DETAILS** (important in case of a return)

Bank account number for the refund:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Account holder's details: .......…….....……………………............................................

………………………………..........…….....……………………..........…….....……….…

**GENERAL TERMS AND CONDITIONS FOR SUBMITTING A COMPLAINT**

1. A completed complaint form must be submitted in writing along with the claimed product and delivered to the following address:

**IMMORTAL NUTRITION WAREHOUSE**

**ul. Podmiejska 21**

**41-940 Piekary Śląskie**

with the note: **REKLAMACJA**

In case of submitting a complaint via email, a scanned, correctly completed complaint form must be sent along with photographic documentation and a damage report prepared in the presence of the Delivery Entity to the following email address:[**shop@immortalnutrition.eu**](mailto:shop@immortalnutrition.eu)

1. The complaint covers only defects resulting from the purchased product itself, provided that the Customer has followed the correct usage guidelines.
2. The Seller undertakes to review the complaint within **14 business days** from the date of submission and inform the Buyer of the outcome.
3. If the complaint is accepted, the product must be sent back to:  
   **IMMORTAL NUTRITION WAREHOUSE  
   ul. Podmiejska 21  
   41-940 Piekary Śląskie**  
   with the note: **REKLAMACJA**The product must be in its **original packaging**, accompanied by a **correctly completed complaint form**, and properly secured against damage during transport (damaged goods during shipping will not be repaired or replaced under warranty).
4. If the Customer exercises the right to have the defect removed or the product replaced with a defect-free one, the Seller will **redeliver the claimed goods** to the address provided in the complaint form.
5. Complaints related to the consumption of goods, where their effects and impact did not meet the Customer’s individual expectations, will not be accepted.
6. Under applicable law, the Customer is entitled primarily to request **replacement of the defective product** with a defect-free one. If this is not possible, the Customer may request a refund.

**Failure to meet the above conditions will result in the rejection of the complaint.**

|  |
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|  |

Date and Customer's Signature

**SELLER'S NOTES** (to be completed by the Seller)

|  |  |
| --- | --- |
| **Date of Complaint Receipt:** | **Complaint Accepted/Rejected for the Following Reasons:** |
| **Date of Complaint Review:** |  |
| **Seller’s Stamp and Signature:** |