

**CUSTOMER COMPLAINT**

.....  
Place, date

.....  
Full name

.....  
Address of residence

.....  
Phone

To:

Zakłady Ceramiczne "BOLESŁAWIEC" in Bolesławiec  
spółka z ograniczoną odpowiedzialnością  
ul. Kościuszki 11  
59-700 Bolesławiec

On ..... I have purchased .....

on the basis of the purchase document No. ....

On ..... I found a defect/irregularity consisting in:

.....  
Attached please find a copy of the purchase document (receipt/invoice)

Therefore, pursuant to Article 568 §§ 1-3 of the Consumer Rights Act, I request:

- replacement of defective goods with goods free from defects\*
- reimbursement\*

.....  
Consumer's signature

\*the consumer decides on the choice of claim