



COMPLAINT FORM

Please fill in all required fields. The claimed product must be dry and as clean as possible.

Complaint date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ r.

CLIENT CONTACT INFORMATION

Name and surname/Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

INFORMATION ON CLAIMED PRODUCT

Order or receipt number: \_\_\_\_\_

Name of claimed product: \_\_\_\_\_

DEFECT OR DAMAGE DESCRIPTION

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WHEN WAS THE DEFECT DISCOVERED?

while wearing it       other

DESIRED COMPLAINT SATISFACTION FORM

exchange for a new product       repair       reimbursement

I hereby authorize reimbursement onto my bank account:

ACCOUNT NUMBER

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Please send the product(s) and filled complaint to:

**Agata Kurek KOKO**  
**Cystersów 21C/14**  
**31-553 Kraków**  
**with „COMPLAINT” annotation**

\_\_\_\_\_ complainant's signature

To make sure your package arrives safely, please send it with a return receipt or via a courier company.  
The complaint will be processed within 14 days from the day of receiving product(s) by KOKOworld. If you have any questions regarding your complaint, please do not hesitate to contact our Customer Service Office at [hello@kokoworld.pl](mailto:hello@kokoworld.pl)  
Your data on the complaint form will be processed to proceed with the complaint process according to the law on the warranty for defects in the sold products.

DECISION

\_\_\_\_\_

\_\_\_\_\_ KOKOworld representative's signature