

# Bohèmi soul

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## COMPLAINT FORM

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First name and last name \_\_\_\_\_  
Order number \_\_\_\_\_  
Telephone / e-mail \_\_\_\_\_  
Tour address \_\_\_\_\_  
Your account number \_\_\_\_\_  
Date of purchase \_\_\_\_\_  
The date of filing the complaint \_\_\_\_\_  
Reason for complaint \_\_\_\_\_  
(exact description of the defect) \_\_\_\_\_

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## RECLAMATION

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Product name \_\_\_\_\_  
Colors / short description \_\_\_\_\_  
\_\_\_\_\_

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## REQUEST

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- Free repair
- Return of the amount paid
- Gift card in the amount paid

### Complaints procedure:

1. Complaints should be filed in writing and sent along with the product and the receipt to BOHEMISOUL ul. Plonowa 24s/1 05-500 Nowa Wola, Piaseczno, Poland.
2. The goods should be protected from damage during transportation. We're not responsible for defects that occurred during transportation resulting from improper packaging of sent products.
3. Complaints only cover defects and damages not resulting from improper use of products.
4. Due to different computer screen settings, our photos might be slightly different from the actual products. The difference between colours seen on a screen and the real ones is not a valid reason to file a complaint.
5. The shipping cost is covered by the buyer.
6. The seller is obligated to investigate a complaint within 14 days from the date of receiving it and to inform the buyer about the decision.

\_\_\_\_\_  
CUSTOMER'S LEGIBLE SIGNATURE