

**Appendix No. 4 to the Rules and Regulations of the online store at yourkaya.com**

**MODEL COMPLAINT FORM FOR  
ENTREPRENEURS WITH CONSUMER'S RIGHTS**

(this form must be completed and sent back only in the case of intention to submit a complaint)

<b>Addressee:</b>	<b>Bright Future sp. z o.o.</b> Bagatela 10/8, 00-585 Warsaw, Poland e-mail: hello@yourkaya.com
<b>Address for Product return:</b>	Heliotropów 29, 04-796 Warsaw, Poland
I hereby announce that the Product I have purchased, i.e. ...., is defective Due to the above, pursuant to the Act of 23 April 1964 - the Polish Civil Code (hereinafter the CC), I demand:	
<ul style="list-style-type: none"> <li>• that the Product be replaced with a new one (Article 561 § 1 of the CC)*</li> <li>• that the Product be repaired free of charge (Article 561 § 1 of the CC)*</li> <li>• that the Product price be reduced by EUR ..... (in words: .....) along with simultaneous reimbursement of the difference in the Price (Article 560 § 1 of the CC)*</li> <li>• to withdraw from the Sales Contract and request that the Product Price be returned (Article 560 § 1 of the CC)*</li> </ul>	
<b>Name and surname of the Customer:</b>	
<b>Company:</b>	
<b>NIP No.:</b>	
<b>Address:</b>	
<b>Date of contract conclusion/ pick-up*:</b> (delete as appropriate)	
<b>Order No.:</b>	
<b>Customer's telephone number:</b>	
<b>Customer's e-mail address:</b>	
<b>Defect Description:</b>	
<b>Date of the defect:</b>	
<b>Bank Account Number:</b> (where the price paid for the Pro-	

ducts purchased should be returned)	
<b>Date:</b>	

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Customer's signature  
(only if the form is printed out)

\*Delete as appropriate

At the same time, I declare that the Sales Contract encompassing the aforementioned Product(s) purchased is directly related to the economic activities I conduct, but it has no professional nature for me, resulting in particular from the objects of the economic activities I conduct based on the provisions on the Central Registration and Information on Economic Activity (CEIDG).

In witness whereof, below I indicate the type of the economic activities I conduct disclosed in the Central Registration and Information on Economic Activity:

PKD code [*Polish Classification of Activities*] (number): ..... Description: .....

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