

Appendix No. 3 to the Rules and Regulations of the online store at yourkaya.com**MODEL COMPLAINT FORM
FOR CONSUMERS**

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

Addressee:	Bright Future sp. z o.o. Bagatela 10/8, 00-585 Warsaw, Poland e-mail: hello@yourkaya.com
Address for Product return:	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"> • that the Product be replaced with a new one (Article 561 § 1 of the CC)* • that the Product be repaired free of charge (Article 561 § 1 of the CC)* • 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)* • to withdraw from the Sales Contract and request that the Product Price be returned (Article 560 § 1 of the CC)* 	
Name and surname of the Customer:	
Date of contract conclusion/ pick-up*: (delete as appropriate)	
Order No.:	
Customer's address:	
Customer's telephone number:	
Customer's e-mail address:	
Defect Description:	
Date of the defect:	
Bank Account Number: (where the price paid for the Products purchased should be returned)	
Date:	

--	--

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

*Delete as appropriate