TARANKO

RETURN/ WITHDRAWAL FROM REMOTE AGREEMENT

I hereby declare and inform that I withdraw from the sales agreement regarding the products specified below:

CUSTOMER DATA
NAME AND SURNAME: _____
ADDRESS: _____

INFORMATION ON THE RETURNED PRODUCT
SYMBOL: _____
REFERENCE NUMBER OF THE ORDER: _____
PRICE: _____
DATE OF CONCLUSION OF THE AGREEMENT/ RECEPTION OF THE PRODUCT: _____

BANK ACCOUNT DETAILS:
Information regarding the bank account to which the amount paid for the returned product is to be sent to:
ACCOUNT NUMBER:

Name and Surname of the account owner: _____
Address: _____
REMARKS/ REASON OF RETURN: _____

You have 14 days from the date of delivery to return the purchased product without any reason.

_____
Customer's Signature and Date

REPLACEMENT

CUSTOMER DATA
NAME AND SURNAME: _____
ADDRESS: _____

INFORMATION ON THE PRODUCT SUBJECT TO REPLACEMENT:
SYMBOL: _____
REFERENCE NUMBER OF THE ORDER: _____
PRICE: _____

INFORMATION REGARDING THE NEW PRODUCT:
SYMBOL: _____
REFERENCE NUMBER OF THE ORDER: _____
PRICE: _____

Place a new order in the Taranko E-shop indicating a replacement product. In delivery options choose „**Poczta-Polska –free!**" and as the payment method choose „**Replacement**" icon. In remarks to a shop Staff write REPLACEMENT.

If the new Product has a higher price than the Product being replaced, the difference in price shall be covered via bank transfer sent to E-shop bank account: **PL33 1160 2202 0000 0002 0158 4058**, with order numer as the title.

You have 14 days from the date of delivery to replace the purchased product.

_____
Customer's Signature and Date

TARANKO

COMPLAINT

CUSTOMER DATA
NAME AND SURNAME: _____
ADDRESS: _____

INFORMATION REGARDING THE PRODUCT SUBJECT TO COMPLAINT:
SYMBOL: _____
REFERENCE NUMBER OF THE ORDER: _____
PRICE: _____

DETAILED DESCRIPTION OF THE DAMAGE OR THE DEFECT OF THE PRODUCT:

_____
_____
_____
_____
_____

WHEN DID THE DAMAGE OR THE DEFECT OCCUR (DATE): _____

CUSTOMER'S DEMAND IN REGARDS TO THE DAMAGE OR DEFECT:

☐ Replacement ☐ Repair ☐ Refund

BANK ACCOUNT DETAILS:
Information regarding the bank account to which the amount paid for the returned product is to be sent to:
If the compalint will be considered positive we will refund the shipment cost of the Customer.

ACCOUNT NUMBER:

Name and Surname of the account owner: _____
Address: _____

The complaint shall be reviewed within 14 days from its submission.

_____
Customer's Signature and Date

Returns/ replacements/ complaints send to the following address:

Taranko Sp. z o. o.
ul. Marynarki Polskiej 73b,
80 - 557 Gdańsk
marked with „E- SHOP"

The cost of sending the Product to the E-shop shall be borne by the Customer. E-shop does not cover shipment costs or accept COD packages.

Please read the information available at **www.taranko.com** in the Shopping Guide tab.

Customer service: e-mail**: e-sklep@taranko.com**, **phone number: +48-502-674-883, 58 343 10 49 (Monday - Friday 8.00-16.00)**