

## Form of return / exchange / complaint\* of a product

*\* in case of exchange/complaint - please fill out point 7 of this form*

### Important information:

- Product should be sent back to: INFINITY S.C. ul. Świerzawska 1 p.207, 60-321 Poznań, POLAND
- To the product, there has to be attached: **original receipt and this, signed form.**
- The customer should cover the costs of returning shipment - we do not accept any 'cash on delivery' shipments.  
*In case of return that is caused by our mistake - the company will cover and return all the costs to the customer.*
- The necessary condition of return or exchange is untouched tag on the product and no sign of use whatsoever, as well as certificates and any package the product was delivered to the customer with.  
No return is possible in case of products that are custom made for the customer !
- Products with mechanical failure caused by the customer are no subject to any complaint.

### Form:

1. Date of filling ..... , place of filling .....
2. Personal data: **Name:** ..... **Surname:** .....  
**Telephone:** .....  
Street: ..... Postal code: ..... Town: .....  
Number of transaction: .....  
*( number of transaction or number of internet auction - depending on the way of purchase )*  
email: .....
3. Date the product was received: .....
4. Proof of purchase: Receipt [ ] Ksero faktury [ ] *( uwaga: dowód zakupu należy załączyć do zwracanego produktu ! )*
5. **In case of return: I declare** that, according to art. 7 ust. 1 law from the day of 2 March, year 2000 r. about protection of some consumer law and responsibility for harm made by a dangerous product ( Dz.U. nr 22, poz. 271 ), I hereby **withdraw from the purchase of:**  
..... *( please fill in the name / symbol of the product )*
6. I hereby ask for the return of the amount of purchase ( seen on the receipt ) minus irreclaimable costs of shipment, that is:  
....., in words: ....., to my bank account:  
SWIFT: ..... **BANK NAME:** .....  
**ACCOUNT:** .....

**( account number should be filled properly - we are not responsible for any mistakes )**

### 7. Exchange / complaint of a product

Please write suitable information about the product you want to exchange or repair:

.....  
.....  
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#### Note !

- Exchange is possible only whenever returning product is available in our stock at the moment of return. In case of lack of suitable product, we will contact you in order to discuss further proceedings.
- The process of complaint lasts up to 14 working days.
- In case any incompatibilities in customer complaints or complications in the complaint process - we will contact you immediately to discuss further proceedings.

.....  
customer's signature