



**Dear Customer**

**Beneath you will find information that will facilitate contact with us and accelerate the procedures that concern filling the complaint or repair order. To fill the complaint or repair order please use the repair/complaint form and send it to our e-mail address:**

**REKLAMACJE@SIERANT.PL**



**In case of questions or doubts concerning the repairs or complaints, please contact Customer Complaint Department:**

**+48 515 275 017**



## COMPLAINTS

If you wish to claim a product, please send an e-mail to [reklamacje@sierant.pl](mailto:reklamacje@sierant.pl).

The complaint will be investigated within 48 hours based on the complete information that you send us. Should the information we receive from you occur to be incomplete we reserve the right to ask you for additional information. This may cause the complaint process to take additional time.

The following documents are required:

- **Filled in complaint form**
- **Pictures** of the defect/ flaw of the product (if required)
- Sending back the faulty product (if required)

If it is required to send back the faulty product, we declare the possibility of using our transport service (according to shipment schedule)



## REPAIR

If you wish to repair the product please send filled in repair form to the following e-mail address: [reklamacje@sierant.pl](mailto:reklamacje@sierant.pl)

We inform that repair time is set individually and the repair will be carried out at your cost. The product for repair should be sent at your to the bellow address cost and marked "Customer Complaints Department – REPAIR"

**SIERANT Sp. z o. o.  
Sp. Komandytowa  
ul. Kwiatowa 22  
97-300 Piotrków Tryb.**



# COMPLAINT/REPAIR FORM



COMPLAINT

REPAIR

APPLICANT

PHONE NO

E-MAIL

SHIPMENT ADDRESS

CUSTOMER'S ORDER NUMBER

ORDER PLACEMENT DATE

**DESCRIPTION OF THE FAULTY PRODUCT  
(THE COMPLAINT CONCERNS PRODUCTION FLAWS ONLY)**

DATE WHEN FAULT WAS REVEALED

PRODUCT TYPE

QUANTITY OF FAULTY PIECES AND DIMENSIONS

DESCRIPTION OF THE FLAW BEING THE SUBJECT OF THE COMPLAINT

CUSTOMER'S DEMANDS

\_\_\_\_\_  
LEGIBLE SIGNATURE

\_\_\_\_\_  
DATE AND SIGNATURE OF  
THE PERSON RECEIVING THE PRODUCT