

Agnieszka Leonowicz will process your personal data provided in the form to handle the complaint process.

In connection with the processing of personal data contained in the form, you have the right to request access to data, rectification, deletion or limitation of processing, and the right to submit a complaint to the President of the Office for Personal Data Protection.

Providing data is voluntary but necessary to handle the withdrawal process.

In connection with the withdrawal process, the data may be processed by external entities involved in handling this process, such as courier companies, postal operators, banks, hosting providers, and an accounting office. The form will be kept for the period necessary to achieve the purpose.

Contact in matters related to the processing of personal data is possible at hello@moolea.ch.

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(first name and last name,
consumer's address,
e-mail)

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.....

(seller's address)

**Complaints about the goods under the warranty
for the defect of things**

SUBJECT OF THE COMPLAINT:

Date of purchase of goods

Date of finding the defect

Product name

Receipt / invoice number

Value of goods CHF

Consumer's bank account number

Description of defects and the circumstances of their
occurrence.....

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.....

Claim of the claimer:

(choose one please)

replacement of the item with one free from defects

defect removal

price reduction

or

I submit a declaration of withdrawal from the contract (the defect must be significant)

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Consumer's signature
(only if the form is sent in paper version)

SELLER'S NOTICE:

1. Claims under warranty, by the provisions of the Store Regulations, apply only to Customers who are Consumers.
2. If the consumer requests the replacement of the item or its repair, the Seller may refuse to comply with this request, provided that the option indicated by the consumer would be impossible for the Seller or would require high costs compared to the second possible request.
3. In the event of the above situation, the Seller may propose a different solution. Regardless, in this situation, the consumer may change his choice and demand that the goods be brought into compliance with the contract, using the remaining available warranty claims.
4. The Seller executes the recognized warranty claim within a reasonable time and without undue inconvenience to the consumer.
5. The consumer may request a withdrawal from the contract only if the defect is significant.
6. The request for a price reduction should be accompanied by the specification of the amount by which the price is to be reduced (taking into account the value of the defective product and the value of the product of full value).
7. If the request submitted by the consumer with the complaint concerns the repair of the goods, replacement of the goods with a new one, reduction of the price of the goods, the Seller shall consider the complaint within 14 calendar days from the date of its submission.

SELLER NOTES - DECISION CONCERNING COMPLAINTS

Date of receipt of the complaint:

Person examining the complaint:

Date of considering the complaint:

The complaint has been accepted/disapproved for the following reasons:

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Further complaint procedure – information for the customer

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