

Be sure to try **online filing a complaint!** It is a very **simple and super fast way** to submit an application - you will be able to keep track of the status / result of the complaint and correspond with the Website.

**VIDEO: 5 EASY STEPS TO MAKE A COMPLAINT / RETURN**

Dear Customer,

1. When sending back a defective product purchased in our shop Gimmik.net, please make sure to attach the following complaint form or prepare a suitable complaint letter.
2. Before sending a model, please be so kind to contact us. We will try to help you and solve the problem remotely.
3. Please make sure that the complete product is correctly packed and protected, so that it is not additionally damaged during shipping.
4. Time to review a complaint should not exceed 14 days from the moment the products are received by our service department.
5. If possible, please add a proof of purchase of the particular product which allows us quick identification of the purchased product.
6. The one and only return address is:  
**SERWIS GIMMIK, Lwowska 146A, 22-300 Krasnystaw, POLAND, phone +48 22 350 03 35 inner 2**
7. Please add a note „SERWIS” to the return address. It will quicken the realization of the complaint.

MODEL NAME:
ORDER NO / INVOICE NO:
PLACE OF PURCHASE (name and address of the shop / website address):
RETURN ADDRESS (name and return address):
CONTACT DETAILS (e-mail, phone number):
DEFECT DESCRIPTION:
ATTACHED DOCUMENTS (invoice, photos, etc.):

**REPAIR (filled in by the service specialist, please leave blank)**

NUMER KARTY SERWISOWEJ:	DATA PRZYJĘCIA DO SERWISU:
NAPRAWA:      GWARANCYJNA      /      SERWISOWA (ODPŁATNA)	
OPIS DOKONANEJ NAPRAWY / UWAGI:	
DATA WYSYŁKI:	OSTATECZNA WYCENA:
PODPIS / PIECZĘĆ SERWISANTA:	

Sprzedawca umożliwia Klientowi będącemu Konsumentem, skorzystanie z pozasądowego rozwiązywania sporów konsumenckich. Podmiotem uprawnionym, właściwym dla Sprzedawcy jest Wojewódzki Inspektorat Inspekcji Handlowej w Lublinie, ul. Tomasza Zana, 20-601 Lublin, <http://www.ihlublin.pl>