

**Pattern**

.....  
Place, date

.....  
.....  
Name and surname, company of the entrepreneur/  
company name/name of other organization  
Complainant's address

**Agnieszka Wicherek**  
**SOUNATURE AGNIESZKA WICHEREK**  
**os. Pawlikowskiego 14J, lok.2**  
**44-240 Żory (Poland)**

**Letter of complaint**  
**(for Buyers who are not Consumers)**

I am writing to complain about a ..... which I bought on ..... The good(s) does (do) not comply with the contract. The non-compliance with the contract consists in ..... Non-compliance with the contract was found on .....

In view of the above, pursuant to the Act of April 23, 1964, the Civil Code (Polish law), hereby:

- I call for the replacement of the goods with a new one\* (Article 561 § 1 of the Civil Code)
- I call for a free repair of the goods\* (Article 561 § 1 of the Civil Code)
- I demand a reduction in the price of the goods by the amount of ..... (in words: .....), I am asking for a refund of the given amount to the account ..... \* (Article 560 § 1 of the Civil Code)
- I withdraw from the contract and call for the return of the price of the goods to the account ..... \* (Article 560 § 1 of the Civil Code).

I am aware that in the event of a declaration of a reduction in the price of the goods or withdrawal from the contract, the seller has the right to replace the goods with a defect-free one or to remove the defect immediately and without undue inconvenience to the buyer. This limitation does not apply if the item has already been replaced or repaired by the seller or the seller has not fulfilled the obligation to replace the item with a defect-free item or remove the defect.

Yours sincerely

\* delete as appropriate

\*\* attachment: proof of purchase