

.....
place, date

Consumer name and surname

Address:

Phone number

e-mail address:

Tetamax Sp. z o.o.

ul. A. Mickiewicza 29
40-085 Katowice, Poland
e-mail: biuro@smartx.pl

Withdrawal from a Distance Contract

I hereby declare that, pursuant to Chapter 4 of the Polish Act of 30 May 2014 on Consumer Rights (Journal of Laws 2014, item 827), I withdraw from the purchase contract for the following product(s):

.....
Sales document number:

Sales date:

The goods were purchased on terms of distance selling (terms of withdrawal from contract described on the back) for the gross price (please provide currency):

.....
Refund the amount due through the same method the payment was made or into the bank account (please provide IBAN and SWIFT):

.....
customer's signature

Note: please send this signed statement together with the returned product.

Information about the right to withdraw from the contract (RETURN OF GOODS) in the case distance selling with the participation of the CONSUMER.

1. In accordance with Article 27 of the Consumer Rights Act (Journal of Laws of 2014, item 827), the consumer, entering into the „distance agreement”, has the right to withdraw from the contract without giving a reason within 14 calendar days of the date of taking possession of the PRODUCT (if a product consists of many things that are delivered separately, in batches or in parts, the term begins with the acquisition of the last item, lot or part, if the contract consists of delivering the Products on a regular basis for a fixed period of time - from taking possession of the first Product - In the case of services or contracts of a different nature. However, if the BUYER is a CONSUMER, the acquisition of the product is counted from the date of giving it to the carrier when the SELLER has not influenced the choice of the carrier.
2. In case of withdrawal from the Contract, the CONSUMER is entitled to reimbursement of costs incurred. However, if CONSUMER has chosen a way of delivering things other than the cheapest conventional way offered by the SELLER - the SELLER is not obliged to return the CONSUMER costs incurred by him in excess of the cheapest way.
3. In order to keep the 14-day deadline, the Seller must be informed about the withdrawal from the contract. The statement can be made electronically. In the case of making an electronic statement, the SELLER will immediately send the CONSUMER on a durable medium a confirmation of receipt of the withdrawal notice.
4. After submitting the statement, the CONSUMER is obliged to return the product to the CORRESPONDENCE address within 14 days (counted from the date of sending the withdrawal notice) - unless the SELLER has offered to collect the PRODUCT themselves. The deadline for the return is counted from the date of shipment. The CONSUMER is obliged to pack the product in a protective manner against any damage.
5. CONSUMER is responsible for reducing the value of things resulting from the use of it in a way other than necessary to state the nature, characteristics and functioning of the purchased product.
6. SELLER, within 14 calendar days, will return the payment made by Consumer, including the cost of delivering the goods from the SELLER to the CONSUMER. The SELLER may, however, withhold a refund until the item is returned or the CONSUMER has provided proof of its return - whichever is the earlier. SELLER makes a refund using the same method of payment used by the CONSUMER unless the CONSUMER expressly agrees to another way of reimbursement, and which does not involve any additional costs to the Seller.
7. The direct costs of returning the PRODUCT to the SELLER are borne by the CONSUMER.
8. SELLER does not receive shipments sent “COD (cash on delivery)”. Return shipping should be adequately secured against transport damage.