

Important information regarding returns and complaints

1. Before sending the return, please inform the seller of your intention to withdraw from the contract by e-mail: biuro@modernmarshall.com. The return must be sent by courier of your choice at your own expense. The only address to send the returns is : Hyżne 682, 36-024 Hyżne. We reserve the right not to accept a shipment sent to a different address. The package must be accompanied by a completed return form and proof of purchase.
2. The returned or claimed goods should be properly secured, preferably in the same way in which they were sent to you. Each shipment is properly checked by us, the costs of any damage resulting from poor packaging of the goods are covered by the buyer.
3. The refund is made within a maximum of 14 days from the receipt of the goods by us. We return the money to the bank account number indicated by you. Please do not send the returns on COD.
4. We do not accept returns in the case of goods manufactured specifically for your order. Legal basis Journal of Laws 2020.287, i.e. Chapter 4, Article 38, point 1, subpoint 3) "The right to withdraw from an off-premises or distance contract is not available to the consumer in relation to contracts: 3) in which the subject of the service is non-prefabricated goods, manufactured according to the consumer's specifications or serving to satisfy his individualized needs.

DECLARATION OF WITHDRAWAL FROM A DISTANCE AGREEMENT

Complete in case of return the goods

DATE OF RECEIPT:

ORDER NUMBER:

NAME AND SURNAME/COMPANY NAME:

PRODUCT NAME:

MAIL:

TELEPHONE:

I am asking for a refund to the bank account:

AMOUNT FROM THE RECEIPT:

ACCOUNT NUMBER: __ - ____ - ____ - ____ - ____ - ____ - ____

CUSTOMER COMMENTS:

I declare that I am aware of the terms of returns specified in the Regulations of the store

DATE AND SIGNATURE OF THE CUSTOMER

GOODS COMPLAINT FORM

Complete in case of complaint

DATE OF RECEIPT:

ORDER NUMBER:

NAME AND SURNAME/COMPANY NAME:

PRODUCT NAME:

MAIL:

TELEPHONE:

CUSTOMER DESCRIPTION:

If the package shows any signs of damage, please ask the courier to prepare a damage report. This will expedite the complaint review process.

I declare that I am aware of the terms of returns specified in the Regulations of the store

DATE AND SIGNATURE OF THE CUSTOMER