

NIMES

COMPLAINT FORM

Complete this form if you wish to submit a complaint regarding a product purchased from Nimes Boutique. You may send the document by e-mail or include it with the parcel.

BUYER'S DETAILS

BUYER'S FULL NAME / COMPANY NAME

BUYER'S ADDRESS

CONTACT PHONE NUMBER

E-MAIL ADDRESS

PRODUCT DETAILS

DATE OF PURCHASE

RECEIPT / VAT INVOICE NUMBER

PRODUCT NAME

QUANTITY

DETAILED PRODUCT DESCRIPTION / TYPE / MODEL / SERIAL NUMBER

PURCHASE PRICE

PLACE OF PURCHASE / ADDRESS / ORDER NUMBER

REASON FOR COMPLAINT

DETAILED DESCRIPTION OF THE DEFECT / DAMAGE

DATE WHEN THE DEFECT / DAMAGE WAS DISCOVERED

The seller will review the complaint within 14 days of receiving this complaint form.

REMARKS AND OTHER DETAILED PROVISIONS

PLACE AND DATE

Customer Signature

HOW TO SUBMIT A COMPLAINT

- 01

FILL IN THE DETAILS
Enter the buyer's details and the information about the product and purchase.
- 02

DESCRIBE THE ISSUE
Provide the most accurate possible description of the defect or damage and the date when the issue was noticed.
- 03

SEND THE FORM
Send the form to **kontakt@nimesboutique.pl** or include it with the parcel if the product is being returned to us.
- 04

WAIT FOR A RESPONSE
Once we receive your complaint, we will contact you with the next steps.

CONTACT DETAILS

Nimes Boutique

Gdańskiego Kolejarza 55

80-716 Gdańsk

kontakt@nimesboutique.pl

IMPORTANT INFORMATION

- It is helpful to include the order number or proof of purchase number in the complaint.
- We respond to complaints within 14 days of receiving them.
- If necessary, we may ask you to return the product for verification.
- Please keep proof of shipment and a copy of your complaint submission.