

Md Group Sp. z o.o.
 44-200 Rybnik
 Kościelna 15
 NIP 6423235475

COMPLAINT FORM

FIRST NAME AND LAST NAME	
ADDRESS DETAILS (address, mail, phone nr)	
ORDER NUMBER AND INVOICE / RECEIPT NUMBER	
NAME OF THE GOODS ADVERTISED	
CONTENT OF THE COMPLAINT SHIPMENT	
DETAILED DESCRIPTION OF THE REASON FOR THE COMPLAINT (Time, situation, place where the defects were found):	

.....
 (SIGNATURE OF THE CLAIMER)

- For warranty service or questions, please contact us. We do not prefer returns to TOSA BIKES without talking to our staff and obtaining a return authorization. After obtaining the Authorization, the advertised product should be sent
- Only clean and dry goods are subject to complaints. The goods should be sent in the original packaging or properly secured so that they will not be damaged during transport, otherwise it is possible to refuse to accept the complaint.
- The goods should be sent to the shop. NOTE: We do not receive any parcels sent to us by cash on delivery. The cost of delivering the advertised product to the seller is covered by the buyer.
- After receiving the parcel, the goods will be forwarded to the complaint department. We will provide you with the decision by phone or e-mail within 14 days of receiving the package by us.

PLEASE ATTACH THE COMPLETED SHIPMENT FORM WITH THE ADVERTISED GOODS. IN CASE OF SHIPPING A BIKE, THE WARRANTY CARD AND THE KEY TO THE BATTERY MUST BE ATTACHED.