

Information clause

Your personal data provided in the form will be processed by **makByte Kamil Renczewski** - business entity registered with NIP number 5262845505, REGON number 146923970, at the address: Prof. Dr. M. Michalowicza 12, 43-300 Bielsko-Biała, in order to handle the complaint process.

In connection with the processing of personal data contained in the form, you have the following rights: the right to request access to data, their rectification, deletion or restriction of processing, as well as the right to lodge a complaint to the President of the Office for Personal Data Protection.

Provision of data is voluntary, but necessary to handle the complaint process.

In connection with the handling of the complaint process, data may be processed by external entities involved in the handling of the process, such as courier companies, postal operators, banks, hosting providers, accounting company. The form will be stored for the period necessary to fulfill the purpose.

Contact on matters related to the processing of personal data is possible at contact@toddleroad.com

SELLER'S ENDORSEMENTS - COMPLAINT DECISION

Date of receipt of the complaint: _____

The person handling the complaint: _____

Date of complaint processing: _____

The complaint was approved/disapproved for the following reasons:

Further complaint procedure - information for the Consumer/Entrepreneur with consumer rights:

SELLER'S INSTRUCTIONS:

1. In the case of non-conformity of the Goods with the Contract, the Consumer or Entrepreneur with consumer rights has a claim against the Seller to bring the Goods into conformity with the Contract by repairing or replacing the Goods with new ones. The Seller may make a replacement when the Consumer or Entrepreneur on the rights of the consumer demands a repair, or may make a repair when the Consumer or Entrepreneur on the rights of the consumer demands a replacement, or refuse to bring the Goods into conformity with the Contract if bringing the Goods into conformity with the Contract in the manner chosen by the Consumer or Entrepreneur on the rights of the consumer is impossible or would require excessive costs for the Seller.

2. The Seller for a period of two years from the delivery of the Goods to the Consumer or Entrepreneur on the rights of the consumer shall be liable for non-compliance of the Goods with the Contract. Non-compliance with the Contract occurs if:

- a) the description, type, quantity, quality, completeness and functionality of the Goods are inconsistent with the Contract,
- b) The Goods are not suitable for the specific purpose for which they are needed by the Consumer or Entrepreneur on the rights of the Consumer, and about which he notified the Seller at the latest at the time of concluding the Contract and which the Seller accepted,
- c) The Goods are not suitable for the purpose for which Goods of this kind are usually used,
- d) The Goods do not provide the durability and safety that can be expected for this type of Goods, or are not in the specified quantity,
- e) The Goods have not been delivered with packaging accessories and instructions that the Consumer or Entrepreneur in the rights of the Consumer may reasonably expect to be delivered,
- f) the Goods do not correspond to the design or sample made available before purchase,
- g) non-conformity of the Goods with the Contract is due to improper installation of the Goods, if it was carried out by the Seller or under his responsibility, or improper installation carried out by the Consumer or Entrepreneur on the rights of the consumer was the result of errors in the instructions provided by the Seller.

3. A Consumer or Entrepreneur on the rights of a Consumer may demand a price reduction or withdraw from the Contract if:

- a) The Seller refused to bring the Goods into conformity with the Contract in accordance with point 1. second sentence of the instruction,
- b) The Seller failed to bring the Goods into conformity with the Contract within a reasonable time or bringing them into conformity with the Contract would involve undue inconvenience for the Consumer or Entrepreneur on the rights of the consumer,
- c) The Seller did not take back the Goods made available by the Consumer or Entrepreneur on the rights of the consumer,
- d) the Goods were installed before the Goods' lack of conformity with the Contract became apparent, and the Seller did not dismantle the Goods, or dismantled but did not reinstall them after repair or replacement, or did not have these activities performed at its expense,
- e) the lack of conformity of the Goods with the Contract continues, even though the Seller has tried to bring the Goods into conformity with the Contract,

f) the lack of conformity of the Goods with the Contract is so significant that it justifies immediate reduction of the price or withdrawal from the Contract, without first taking the opportunity to repair or replace the Goods,

g) it is clear from the Seller's statement or circumstances that he will not bring the Goods into conformity with the Contract within a reasonable time or without undue inconvenience to the Consumer or the Entrepreneur in the rights of the Consumer.

4. A Consumer or Entrepreneur on the rights of a Consumer may not withdraw from the Contract if the lack of conformity of the Goods with the Contract is insignificant.

5. The statement of price reduction should be accompanied by an indication of the amount by which the price is to be reduced (taking into account the value of the Goods with a defect compared to the Goods of full value).

6. If the non-conformity with the Contract applies only to some of the Goods delivered under the Contract, the Consumer or Entrepreneur on the rights of the consumer may withdraw from the Contract only with respect to those Goods, or with respect to other Goods purchased together with the non-conforming Goods, if the Consumer or Entrepreneur on the rights of the consumer cannot reasonably be expected to agree to keep only the Goods conforming with the Contract.

7. The Consumer or Entrepreneur on the rights of the consumer will be informed about the manner of processing the complaint within 14 days counted from the day following the day of receipt by the Seller of information about the complaint.

8. The Seller shall return the amounts due as a result of exercising the right to reduce the price immediately, but no later than within 14 days from the date of receipt of the statement of price reduction. In the case of withdrawal from the Contract, if the Seller has not offered to collect the Goods from the Consumer or Entrepreneur on the rights of the Consumer himself, he may withhold reimbursement until he receives the Goods back or provides proof of their return, whichever event occurs first.