



TOPTEXTIL COMPLAINT PROCEDURE

1) All the products purchased in Toptextil Sp. z o.o. are covered with the guarantee (the warranty for hidden defects) during the period:

- two years of the date of purchase of the fabric by the individual Client or by the producer,
- one year of the date of purchase of the fabric by a Wholesale Facility

provided that:

- the proper use of the fabric or of the fabric on the furniture,
- the proper maintenance and cleaning of the fabric,
- the proper transport of the fabric or of the furniture,
- the proper storing of the fabric of the furniture,
- the proper setting of the fabric on the furniture.

2) The client is obliged to report the complaint in writing: by email or by mail. The complaint should be sent on a complaint form (downloadable from www.toptextil.pl)

and should include:

- the name of the company complaining the fabric,
- the exact address of the complaining company,
- the first and last name of the person filing the complaint,
- the contact phone to the person filing the complaint,
- the date and place of the purchase of the fabric,
- the number of the invoice for the purchase of the fabric,
- the name of the fabric and the number of the colour,
- the number of the rolls (from the label),
- the number of metres of the fabric under the complaint,
- the date of finding out of the defect,
- the cause of the complaint,
- the demand of the complaining party.



3) The complaint should be sent to the address:

- email: reklamacje@toptextil.pl

or

- by mail: Toptextil Sp. z o.o., ul. Lwowska 40, 34-100 Wadowice

4) Toptextil Sp. z o.o. informs about reception of the complaint (with the number assigned)

and will reply to the complaint within 14 days of the date of its reception.