

## Toptextil's complaints procedure

The purpose of this procedure is to set out the manner and duration of the complaint procedure of Toptextil Sp. z o.o. (hereinafter referred to as Toptextil)

1. Toptextil is liable under the warranty if the goods sold have a physical defect, provided that:
  - the fabric has been properly used on the furniture
  - the fabric has been properly maintained and cleaned
  - the fabric or furniture has been properly transported
  - the fabric has been properly stored
  - the fabric has been properly applied to the furniture
2. The warranty period is 24 months from the delivery of an item to the Buyer.
3. The Buyer is obliged to check the goods upon receipt. A parcel that has been damaged in transit should not be accepted.
4. In such case, a damage report must be made with the carrier and Toptextil must be informed.
5. The Customer who purchased the item from Toptextil is the party authorized to lodge a complaint. If a defect has been detected at an indirect Customer, the complaint shall be lodged via the direct Customer.
6. The direct Customer is obliged to make a complaint by filling in a complaint form - Appendix No. 1, and sending it to the e-mail address [reklamacje@toptextil.pl](mailto:reklamacje@toptextil.pl).
7. If fabric on finished furniture is the subject of the complaint, all sales documents of the fabric/furniture in the distribution chain must be presented.
8. The complaint procedure shall commence on the date when all the necessary documents are submitted.

9. Toptextil will inform you of the acceptance of the complaint by assigning a number to the complaint and will reply to the complaint as soon as possible and no later than 28 days after the start of the complaint procedure.
10. Consideration of the complaint depends on whether the Buyer presents the defective fabric or makes it possible to examine it when delivery of a sample is not possible. Returned goods / fabric subject to a complaint must be properly packed and protected to prevent additional mechanical damage and dirt in transit. Toptextil service centre excludes the possibility to replace the fabric with a new one. A new roll or piece of fabric must be ordered again if necessary.
11. The period of the complaint processing may be extended by the time taken to examine the subject of the complaint and the Buyer shall be informed thereof.

Contact:

Email: [reklamacje@toptextil.pl](mailto:reklamacje@toptextil.pl)

Telephone: 604 211 507

Appendix No. 1

NOTE!

*For the complaint to be processed, all data in the complaint form must be filled in and the documents listed below must be attached. By law, the period of a compliant processing shall commence as of the date of submission of a fully completed complaint form and enclosure of all the required documents. **The complaint will not be processed** if the indicated documents have not been provided.*

1. Name of the company complaining about the fabric:.....
2. Address of the company complaining about the fabric: .....
3. The name of the person lodging the complaint: .....
4. Contact telephone number for the person lodging the complaint: .....
5. Date and place of purchase of the fabric: .....
6. The invoice number related to the fabric purchase: .....
7. Date of sale of the fabric or furniture (in the case of a complaint about fabric on finished furniture, a copy of the Customer's proof of purchase of this furniture must be included): .....
8. Fabric name and colour number: .....
9. Roll number in the label (if the whole roll of fabric has been purchased): .....
10. Number of metres of fabric subject to a complaint: .....
11. The date on which the defect was found in the fabric (in the case of a complaint about finished furniture, a copy of the complaint notice from the customer must be attached): .....
12. Reason for complaint: .....
- .....
13. The complainant's request: .....
- .....
- .....

.....  
(date of complaint and legible signature)

*Please be sure to include a piece of the defective fabric with your fabric claim!*

*The fabric on the finished furniture subject to a complaint must be retained for the purpose the complaint notice !*

Please note that we do not exchange defective fabric for new. We will issue a credit note for the defective fabric. If necessary, the new fabric must be ordered again.