

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.
- 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.



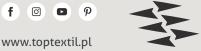


- 9. Toptextil will inform you of the acceptance of the complaint by assigning a number to the complaint and will reply to the complaint as soon as possible and no later than 28 days after the start of the complaint procedure.
- 10. Consideration of the complaint depends on whether the Buyer presents 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

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 logding 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)

 ${\it Please be sure to include a piece of the defective fabric with your fabric claim!}$

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.

