

Complaint registration form

Claimant's details:	
Company name	
Name and surname	
Address	
Phone number	
E-mail address	
Purchase details	
No. of fabric sales invoice	
Fabric purchase date	
Complaint information	
Description of the defect	
Date of defect discovery	
Reason of complaint	
Claimant's expectations	
Date of complaint registration	

Notes:

1. Precise completing of each point of this complaint registration form is a condition for its investigation. Otherwise, the complaint shall not be investigated until the complaint registration form is completed.
2. Complaint application should be sent in written to: KARISMA Sp. z o.o. , ul. Zegrzynska 28A/12 , 05- 110 Jabłonna
or by e-mail: karisma@karismapoland.com.
3. **Please enclose the following documents and information:**
 - copy of the invoice confirming the sale of faulty fabric
 - in the case of fabric defects on the finished product: a copy of the item purchase proof and complaint application
 - an element of the defective fabric, to investigate the legitimacy of complaint application (in the case of application being sent by e-mail, please provide the fabric piece through the traditional post)
 - other documents of necessary information: photos, inspection report etc.

In the case of receipt of the complaint without any of the above elements, Karisma Sp. z o.o. may reject any claims of the customer.

Karisma Sp. z o.o. is obliged to consider the complaint and answer the customer within 14 working days since the receipt of the complaint.