

1. How do I return goods?

The customer is entitled to a right of returning the purchased goods without a reason, within 14 days. The indispensable condition for the return is:

- The product was unused and clean, with original tags,
- Attach a proof of purchase (invoice, receipt),
- Attach the withdrawal form completed.

INSTRUCTIONS FOR CUSTOMER:

Fill out and sign the printed withdrawal form. The product must be protected from damage, along with the completed form and send proof of purchase to:

RESIN

ul. Jagiellońska 24

33-300 Nowy Sacz

Poland

The customer pays for the return delivery. The Return payment is made within 14 days from the date of notification. Form of return of funds will be the same as the form of payment you made. If your order has been paid for cash on delivery or postal order, please indicate your account number.

2. How to make a claim of purchased goods?

According to the law of consumer goods that are sold electronically are covered with a 2 year warranty. During this period, the customer has the right to claim the goods. No proof of purchase excludes the possibility of a complaint.

INSTRUCTIONS FOR CUSTOMER:

Fill out and sign the printed complaint form. The product must be protected from damage, along with the completed form and send your receipt to the following address:

RESIN

ul. Jagiellońska 24

33-300 Nowy Sacz

Poland

The customer pays for the return delivery. The complaint will be examined as soon as possible, but not later than 14 days from the receipt of delivery. The method of handling customer complaints will be informed by email or telephone.

Refund payment is made within 14 days from the date of filing out the complaint. Form of return of funds will be the same as the form of payment you made. If your order has been paid on the delivery or postal transfer, please indicate your account number.