

Complaints procedure

1/ Complaints regarding products

1. The seller answers to the client, including the client being a consumer on the power of the civil code, under the warranty for any defects based on the laws outlined in the article 556-576 of the civil code.
2. Written complaints should be sent to the following address: Adal Sp. z o.o. kozięglowki, 42-350 kozięglowy, ul. Lipowa 72, Poland or the following email address : shop@timelesschristmastrees.co.uk The complaint should cover the following information:
 - Name, surname, address and email
 - Date of the original contract, which is the basis for the complaint
 - The item in question, with demands and sufficient reason for the complaint
3. For the complaint to be considered, the client needs to send or deliver the item in question to the following address: Adal Sp. z o.o. kozięglowki, 42-350 kozięglowy, ul. Lipowa 72, Poland, including the proof of purchase. In the case of the client being a consumer as well the return costs need to be covered by the customer.
4. Refund claims will be considered within 14 days from the date of the complaint. A response will be sent to the customer on the provided e-mail or by post.

2/ Complaints regarding the provision of electronic services

1. The client can file complaints regarding the functionality of the shop and used services. Complaints can be sent by post to the following address: Adal Sp. z o.o. kozięglowki, 42-350 kozięglowy, ul. Lipowa 72, Poland or the following email address: shop@timelesschristmastrees.co.uk
2. The client should submit his name, surname, correspondence address, email and a description of the fault which is the basis for his complaint. If some of the information is missing, the buyer will contact the customer for the missing information within 7 days.
3. The seller will acknowledge the complaint within 14 days from the date he received it. A response will be sent via email or post.

3/ Out-of-court complaint and claims settlements

1. Client being a consumer has among others, following ways to use the out-of-court complaints and claims settlements:
 - a. Turning to the permanent amicable consumer court working with accordance to the Trade Inspection with a motion to settle the dispute that has arisen from the contract of sale.
 - b. Turning to the provincial inspector of the Trade Inspection with an appropriate form for the initiation of the mediation proceedings regarding the settlement between the customer and the seller.
 - c. Can be granted a free of charge help regarding the settlement of the dispute between the customer and the seller, including the free of charge services of a district consumer spokesman or a social community, whose tasks include the protection of customer rights, for example the Consumer Federation.

- d. Can file a complaint with the use of the European union online platform ODR (Online Dispute Resolution) More can be found at – <http://ec.europa.eu/consumers/odr/>
The ODR platform can be used to solve disputes online, even if one of the parties is from a different member country.

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