

Complaints

If the product purchased from us turns out to be defective, you have the right to make a warranty complaint. The warranty is excluded if you are a Business Entity. Submit your complaint to the e-mail address: adriana@sigern.pl or by post to the following address: Firma Produkcyjno-Handlowo-Uslugowa SIGERN Wojciech Fałowski Sp. K., Wielopole 86, 33-311 Wielogłowy. You can download the complaint form.

In order for a complaint to be considered, you must send the goods subject to the complaint – together with the proof of purchase, if possible – to the following address: Firma Produkcyjno-Handlowo-Uslugowa SIGERN Wojciech Fałowski Sp. K., Wielopole 86, 33-311 Wielogłowy.

The warranty covers a period of 12 months.

Your complaint will be considered within 14 days from the date the complaint is received by us.

You have the option to use out-of-court complaint and redress procedures as well as the rule of access to such procedures.

You have the option to resolve disputes by electronic means via the EU's online dispute resolution (ODR) platform. Link to the ODR platform (<http://ec.europa.eu/consumers/odr/>).

You can find more information about complaints in our Online Store Regulations.