

Dear customer,

Our goal is to provide products of the highest quality, which will be reliable and meet your expectations. Before submitting a COMPLAINTS / RETURNS / REPAIRS, please read the manual or, if necessary, [the General Terms and Conditions of Sale](#) of Archimedes Ltd. In case of any doubts, please contact our Service Department (+ 48 607 244 100). In order to report a complaint, return or repair, please fill in this form, which is necessary to consider the application.

### Attention

In the form there is a choice of three options: COMPLAINT, RETURN and REPAIR. Please choose only one of the three options, describing the exact reason for your application.

The product should be sent back in its original packaging or in a replacement package to our company's address: service department, Archimedes Ltd., Polna 133 Street, 87-100 Toruń with the appropriate annotation: COMPLAINT or RETURN or REPAIR. The products should be secured for the time of transport so that they are not damaged.

### Complaint

Complaints can be made in case of malfunctioning, defective products or quantity errors within 12 months of purchase. The warranty does not apply in the cases specified in point. 14, VII OWS. (detailed terms and conditions for making a complaint can be found in [the General Terms and Conditions of Sale](#) attached to the purchase invoice, as well as available at [www.archimedes.pl](http://www.archimedes.pl)).

### Return

Archimedes Ltd. is not obliged to accept return of the sold products. Possible return of the purchased products is allowed only on the basis of individual written arrangements of the Buyer and Archimedes Ltd., however, all costs and danger of return of the products are borne by the Buyer. In case of return, the products must be sent back at the expense of the Buyer in their original packaging and may not bear traces of use. The Customer has the right to return the products sent back at the cost of the supplier only in case of incorrectly sent assortment.

### Repair (post-warranty)

Only for products not covered by the warranty. The cost of valuation depends on the time needed to check the sent device /product and is calculated in working hours (110 PLN net/h). The repair is carried out only after the written acceptance of costs.

### Applicant

Company	If you have any questions, please contact our Service: Phone: + 48 607 244 100 E-mail: serwis@archimedes.pl l.oleksiak@archimedes.pl
Address	
Postcode	
Name of the applicant	
Phone number, e-mail	
Number of the invoice VAT / WZ	

### Reason

- COMPLAINT (quantitative or qualitative)     
  RETURN (applies to products under warranty)     
  REPAIR (applies to products after warranty)

In case of a complaint, fill in the table below

Item	Number (pcs.)	Name/Designation	Identification (ID) number
1.			
2.			
3.			
4.			
5.			

### Reason of return

- Quantity of products       Products not in conformity with the order  
 Transport damage       Defective equipment       Other

What kind?

Detailed description of breakdown/malfunction

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Date

Completed by

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Send the completed form to the email address: [serwis@archimedes.pl](mailto:serwis@archimedes.pl)