CRR (Claims/Returns/Repairs)

Dear Customer,

Our goal is to supply products of the highest quality which will be reliable and meet your expectations. Before making a CLAIMS/RETURN/REPAIR, please read re-read the operating instructions or, if necessary, The General Conditions of Sale of Archimedes Sp. z o. o. If in doubt, please contact our Saervice Department (607 224 100). In order to make a claim, return or repair, please fill in this form, which is necessary to process the claim.

Attention!

In the form you can choose from three options: CLAIMS, RETURNS and REPAIRS. Please choose only one of the three options, descibing the reason for your request in detail. Goods should be sent back in the original packaging or in a replacement packaging to the adress of our company: SERVICE DEPARTMENT, Archimedes Sp. z o.o 133 Polna St.,87-100 Toruń with an appropriate annotation ADVERTISEMENT or RETURN or REPAIR. The goods should be secured for the time of transprt so that they are not damaged.

Complaint

Complaints can be filed in case of malfunction, product defects or quantity errors withn 12 months from the date of purchase. The warranty is not valid in cases specified in pt. 14, VII GTS. (detailed conditions for lodging complaints are contained in The General Term and Conditions of Sale attached to the purchase invoice and also available at www.archimedes.pl).

Return

Archimedes Sp. z o.o shall not be obliged to accept the return of the goods sold. Any return of the purchased goods shall be possible only undre individual written arrangements between the Purchaser and Archimedes Sp. z o.o, whereas all costs and risk of returning the goods shall be borne by the Purchaser. In the case of return, the goods must be sent back at the expense of the Purchaser in their original packaging and must not bear traces of use. Customer has the right to return the goods sent back at the expense of the supplier only in case of mis-shipment.

An additional operating cost will be added to returns that are returned due to the Customer's fault (unpacking, placing n the warehouse, correcting accounting documents):

Value of returned goods (total)	**Additional operational cost**
up to 200 PLN net price	49,99 pln netto
from 201 to 500 PLN net price	99,99 pln netto
over 501 PLN net price	199,99 pln netto

Repair (post-warranty)

Applies only to goods not covered by the warranty. The cost of valuation depends on the time needed to check the device/goods sent and is calculated in man-hours (110 PLN net/hour). We will proceed with repair only after written acceptance of costs.

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ARCHIMEDES

Applicant

Company	
Address	
Postal code	
Name of reporting person	
Phone, e-mail	
VAT invoice number	

Reason for submitting the form

☐ Complaint (quantity orquality)

☐ Return (for products underwarranty)

☐ Repair (for warrantedgoods)

In case of a *complaint*, please fill the following table

Nr	Quantity	Name	Identification number
1.			
2.			
3.			
4.			
5.			
6.			

Reason for return

☐ Quantity of goods

☐ Goods not in conformity with the orde

☐ Defective equipment

☐ Damage in transit

☐ Other

What kind?

Archimedes Sp. z o.o.
ul. Polna 133
87-100 Toruń
tel. +48 56 657 73 00
info@archimedes.pl

Oddział Dąbrowa Górnicza:
ul. Tworzeń 136,
41-306 Dąbrowa Górnicza
tel. +48 32 730 10 10
dabrowa@archimedes.pl

NIP 8792281621
REGON 871554480
KRS 0000026946

www.archimedes.pl

SĄD REJONOWY W TORUNIU,
VII WYDZIAŁ GOSPODARCZY

WYSOKOŚĆ KAPITAŁU
ZAKŁADOWEGO – 150 000,00 ZŁ

Detailed description of failure/fault

Send the completed form to the following email address:
serwis@archimedes.pl

Date

Filled by

Archimedes Sp. z o.o.
ul. Polna 133
87-100 Toruń
tel. +48 56 657 73 00
info@archimedes.pl

Oddział Dąbrowa Górnicza:
ul. Tworzeń 136,
41-306 Dąbrowa Górnicza
tel. +48 32 730 10 10
dabrowa@archimedes.pl

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SĄD REJONOWY W TORUNIU,
VII WYDZIAŁ GOSPODARCZY

WYSOKOŚĆ KAPITAŁU
ZAKŁADOWEGO – 150 000,00 ZŁ