

Complaint Procedure of Worklink S.C.

1. General Provisions

The complaint procedure sets out the rules for submitting and handling complaints regarding goods purchased from Worklink S.C.

The Seller is Worklink S.C., Tax ID: 7831660412, 62-330 Nekla, ul. Dworcowa 33.

The basis for a complaint is the non-conformity of goods with the contract within the meaning of the Consumer Rights Act of May 30, 2014.

2. Submitting a Complaint

A complaint may be submitted by any Client who has purchased goods from Worklink S.C.

Complaints may be submitted in the following ways:

- in person at the company's registered office,
- by post to the Seller's address,
- by e-mail to: handlowy@worklink.com.pl.

A complaint should include:

- Client's details (full company name, tax ID, address, e-mail, phone number),
- proof of purchase (invoice),
- description of the non-conformity of the goods with the contract and the Client's request (e.g., replacement, price reduction, withdrawal from the contract).

3. Handling Complaints

The Seller confirms receipt of the complaint in the same form in which it was submitted (e-mail, letter).

The complaint will be considered within 14 calendar days from the date of its receipt.

If the Seller does not provide a response within this period, the complaint shall be deemed accepted.

If the complaint is accepted, the Seller undertakes to:

- replace the goods with a new item, or
- reduce the price and refund part of the payment, or
- accept withdrawal from the contract and refund the full amount.

4. Complaint Implementation

A Client submitting a complaint should deliver the goods to the Seller (in person or by shipment).

If the complaint is accepted, the cost of returning the goods is borne by the Seller.

Refunds (in the case of withdrawal from the contract or price reduction) will be made in the same manner as the payment was made, unless the Client expressly agrees otherwise.

5. Final Provisions

The complaint procedure is available at the company's registered office and on the Worklink S.C. website.

In matters not regulated herein, the provisions of the Consumer Rights Act of May 30, 2014, and

the Civil Code shall apply.

This procedure enters into force on July 10, 2010.