EVOLUTION HOME®

Complaint form

CLAIM B2B · VERSION 09/2026

The form **does not require a signature** - simply fill it in and send it back by e-mail together with the attachments. **info@evolutionhome.pl**

01 CLAIMANT DETAILS

COMPANY NAME / CLIENT

PURCHASE INVOICE NUMBER

CONTACT PERSON

PHONE / E-MAIL

DATE GOODS RECEIVED

DATE OF CLAIM

02 GOODS BEING CLAIMED

PRODUCT NAME / SYMBOL / CODE

QUANTITY

BATCH NO. / IDENTIFIER

DETAILED DESCRIPTION OF THE DEFECT AND THE CIRCUMSTANCES IN WHICH IT WAS FOUND

03 TYPE OF CLAIM

- ☐ Manufacturing defect
- ☐ Damage in transit
- ☐ Missing items in the set
- ☐ Not compliant with the order
- ☐ Other (described above)

04 REQUESTED RESOLUTION

- ☐ Product replacement
- ☐ Spare part shipment
- ☐ Repair
- ☐ Invoice correction
- ☐ Discount
- ☐ Other

05 REQUIRED ATTACHMENTS please attach them to the e-mail

- ☐ Photos of the defect (close-up)
- ☐ Photo of the entire product
- ☐ Photo of the packaging / label

IMPORTANT INFORMATION BEFORE RETURNING GOODS

Do not return goods without confirmation
Many cases are resolved by sending a spare part or granting a discount, without the need to arrange return transport.

Packing rules
Goods must be packed in the **original carton** with the complete set of inserts and protection, and **wrapped in stretch film**. The sender is liable for damage arising in return transport due to incomplete protection.

Polished and electroplated surfaces
Minor marks and micro-scratches visible only under focused light, at a sharp angle or in macro photography, and invisible from a distance of approx. 1 m in typical interior lighting, result from the nature of the technology and do not constitute a defect.

B2B sales
We sell exclusively on a B2B basis. We do not accept returns of non-defective goods, including returns from end consumers of partner stores.