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**HELO  
FORM**

## GENERAL CONDITIONS

1. The customer has the right to file a complaint within 10 calendar days after receiving the goods.
2. Complaints submitted after 10 calendar days from the moment of receipt of goods will not be considered.
3. In the case of quality complaints, it is necessary to attach photos to the form. Photos must clearly show the problem. For artwork, please provide a photo of both the damage and a snapshot of the overall preview with the specific location of the problematic panel(s) marked. In case of insufficient photographic documentation, claims will not be considered.
4. In case of a complaint regarding incomplete delivery, the exact quantity of the received item must be specified.
5. In case transport damage is discovered, it is necessary to report the incident and prepare a damage report in the presence of the courier.
6. The following form applies to complaints resulting from production process faults or defective packaging. Damages caused by the carrier will be considered based on a damage report prepared in the presence of the courier.
7. Please note that all shipments are packed under camera surveillance, which allows for precise documentation of the packing process and ensures the security of the goods before dispatch. Complaints regarding incompleteness will be verified based on the video recordings.
8. Complaint processing time: up to 7 calendar days.
9. The buyer's right to warranty repair by the seller expires:
  - if the buyer does not provide proof of payment, proof of delivery, or the warranty card,
  - after the expiration of the warranty period for the goods,
  - due to mechanical damage to the goods caused by the buyer,
  - due to the use of the goods in conditions that do not meet the requirements regarding: appropriate humidity, the impact of chemicals and mechanical substances on the environment suitable for the operation of the equipment,
  - due to improper handling, operation, or neglect of proper maintenance and care of the goods,
  - due to damage to the goods resulting from excessive loading or use not in accordance with the conditions specified in the documentation, general principles, technical standards, or applicable safety regulations,
  - due to damage to the goods caused by inevitable or unpredictable events,
  - due to unprofessional intervention, damage caused by water, fire, static electricity, atmospheric conditions, or any other force majeure action.



# Complaint Form

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## GENERAL INFORMATION

Order no.:

Company name:

Contact information:

First and last name of the account manager:

Date when the issue was detected:

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## DESCRIPTION OF THE ISSUE

Type of issue:

MECHANICAL DAMAGE

INCOMPLETENESS

NON-COMPLIANCE WITH ORDER

OTHER (PLEASE DESCRIBE): ✓

Detailed description of the issue (exact description of the issue and the location of the non-compliance)

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## PREFERRED FORM OF COMPLAINT RESOLUTION

Preferred solution:

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REPLACEMENT OF DEFECTIVE PARTS WITH FULLY FUNCTIONAL ONES

REFUND OF COSTS FOR DEFECTIVE PARTS

SUPPLEMENTING MISSING COMPONENTS

REPAIR

OTHER (PLEASE SPECIFY):

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## ATTACHMENTS

CLEAR PHOTOS SHOWING THE ISSUE

LABEL PHOTO

COPIES OF PURCHASE DOCUMENTS (INVOICE, RECEIPT)

OTHER (PLEASE SPECIFY):

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## DECLARATION

I, the undersigned, declare that all the above information is true and fully describes the issue related to the exhibition system purchased from Clever Frame. I understand that false statements will result in the rejection of the complaint.

DATE

SIGNATURE

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The administrator of the personal data provided in this complaint form is Clever Frame, based in Wrocław. The personal data will be processed for the purpose of accepting and reviewing the complaint and providing a response. The legal basis for processing the data is the legitimate interest of the administrator (Article 6(1)(f) of the GDPR). The data will be processed for as long as the legitimate interest of the administrator exists, but no longer than the statute of limitations for claims resulting from the submitted complaint.

Your personal data may be transferred to third parties cooperating with the administrator in the provision of forwarding services and other services provided by the administrator, such as carriers, further forwarders, courier brokers, entities responsible for warehouse management and the shipping process. The data may also be transferred to service providers supplying the administrator with technical, organizational, and IT solutions, as well as those providing accounting, legal, and advisory services necessary for the administrator's business operations, solely to the extent necessary to achieve the processing purpose.

You have the right to access your data, rectify it, delete it, restrict its processing, and the right to data portability. Detailed information on this matter, including the contact details of the personal data administrator, can be found in the privacy policy on the website <https://cleverframe.pl/polityka-prywatnosci/>