

Returns and Complaints Regulations

§1. General Provisions

1. These regulations define the rules for returns and the filing and processing of complaints regarding products purchased from "CORDIA PLUS."
2. These regulations apply to both consumers and businesses making purchases.
3. Purchasing products constitutes acceptance of these regulations.

§2. Returns (Withdrawal from the Contract)

1. The consumer has the right to withdraw from a distance contract within 14 calendar days of receiving the product, without giving a reason (applies only to products with standard dimensions specified by the manufacturer and available in stock), in accordance with Article 38 of the Consumer Rights Act.
2. To exercise the right of withdrawal, the customer must send a clear declaration of withdrawal to biuro@cordia.pl
3. Before making a return, please contact our customer service office within 14 days of receiving the order to determine the type of product being returned and the number of packages – contact biuro@cordia.pl.
4. The returned product must not be used, assembled, modified, etc. It can only be returned in its original packaging, in its undamaged condition, at the buyer's expense, to the address of "Cordia Plus" with its registered office in Zator, ul. Władysława Grabskiego 10, 32-640 Zator, woj. małopolskie (we do not accept cash on delivery parcels, and such parcels will not be accepted by us).
5. Refunds (including the average shipping costs applicable on the market) will be made no later than 14 calendar days from the date of receipt of the returned product or proof of its return (only if the return conditions are met).

§3. Complaints

1. Products offered by "Cordia Plus" are subject to the seller's liability for non-conformity of the goods with the contract in accordance with the provisions of the Civil Code and the Consumer Rights Act.
2. Upon receipt of the goods, the consumer should inspect the delivered goods without undue delay and immediately report any irregularities. Complaints should be submitted to the seller no later than 48 hours after receipt of delivery.
3. Complaints should be submitted electronically to biuro@cordia.pl, providing the following information:
 - description of the defect,
 - proof of purchase (receipt, invoice),
 - photos of the product and the reported irregularity.

4. The company will review the complaint within 14 calendar days of its receipt.
5. If the complaint is accepted, the following steps will be taken:
 - repair of the product
 - replacement of the product with a new one – only if repair is impossible will the seller replace the product with a new one that matches the order.
6. Rules for Handling Complaints and Delivery of Replacement Goods:

In the event of a complaint submitted by the end customer of a „Cordia Plus” customer, once the complaint has been accepted by „Cordia Plus”, defect-free goods or replacement goods provided under the complaint procedure shall be shipped exclusively to the direct customer of „Cordia Plus”, i.e. the entity that purchased the defective goods from „Cordia Plus”.

„Cordia Plus” does not arrange direct shipments of replacement goods to the end customers of „Cordia Plus” customers, unless otherwise agreed in writing by the parties.

The responsibility for forwarding the goods to the end customer rests with the „Cordia Plus” customer, who is responsible for ensuring their delivery to the intended recipient.

§4. Damage in transport

1. The customer is obligated to inspect the shipment in the presence of the courier. If any damage to the package is detected, a damage report signed by the courier must be completed.
2. The damage report and photographic documentation are required to process any complaints regarding transport damage.

§5. Final Provisions

1. In matters not covered by these Terms and Conditions, the provisions of Polish law apply, in particular the Civil Code and the Consumer Rights Act.
2. The Terms and Conditions are available on the company's website and at the “Cordia Plus” headquarters.
3. The company reserves the right to amend these Terms and Conditions, but any amendments will not affect any rights acquired by customers prior to their introduction.

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