

Model Complaint Form

Annex 5 to the Terms of Service of SCCOT · English translation for information purposes only; the Polish version is binding.

Use of this model is not mandatory. A complaint may be submitted in any form.

The completed form should be sent to kontakt@sccot.pl or by post to the Service Provider's address.

Addressee

Appi Soft Sp. z o.o.

ul. Zwycięstwa 23, 64-800 Chodzież

e-mail address: kontakt@sccot.pl

Complainant's details

Field	To be completed by the Subscriber
Business name and address	
NIP (Tax ID)	
E-mail address with which the Account was created	
Full name of the complainant	
Contact telephone number	

Subject of the complaint

Field	To be completed by the Subscriber
Module or function of the Application	
Date and time the problem occurred	
Does the problem recur?	yes / no / don't know
Number or name of the document concerned (offer, project, ticket, invoice)	

Description of the problem

Describe the expected behaviour of the Application and the actual course of events and, where possible, indicate the actions that led to the problem.

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Subscriber's request

Indicate the Subscriber's request relating to the complaint, e.g. correction of an error, restoration of data or clarification of a charge.

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Attachments

It is recommended to attach screenshots or the generated file of the document to which the complaint relates.

Signature

Signature of the complainant (only if this form is submitted on paper)

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Date:

Additional information

1. The Service Provider shall consider the complaint within 14 days of its receipt and shall notify the outcome to the e-mail address from which the complaint was received or to the address indicated in the form.
2. Failure to respond within this period to a Subscriber who is an Entrepreneur with Consumer Rights shall mean that the complaint has been accepted.
3. If the complaint concerns an error in calculations or in the presentation of a document, the parties shall use the history of changes and versions of the document recorded in the Application and the generated file to determine the cause.
4. Submission of a complaint does not limit the Subscriber's rights under applicable law.