

RETURNS AND COMPLAINTS

- ✚ Within 14 days from the day of delivery of the ordered goods, the Customer has the right to withdraw from the contract without stating reasons, according to the general rules arising from the provisions on distance contracts.
- ✚ To proceed with a return, an invoice or proof of purchase is required.
- ✚ After receiving and inspecting the returned goods, we will send an email notification about the receipt of the returned goods. We will also inform about the approval or rejection of the return.
- ✚ If the return is approved, it will be processed, and the amount will be automatically refunded to the original method of payment within 5-7 days.
- ✚ The seller is responsible for defective goods for 1 year from their issue.
- ✚ A complaint can be made by telephone or email and should include:
 - a) the data of the person making the complaint (first and last name, mailing address, optionally – email address and telephone number),
 - b) the reason for the complaint,
 - c) the Order number.
- ✚ The returned or complained product should be sent back to the company address:
 - NEXDIAG
 - Synów Pułku 1
 - 35-507 Rzeszów, Poland

*detailed information can be found in the site's Terms and Conditions.