

Oops! Something's gone wrong...

Dear customer,

We are very busy bees here, always trying to make sure that any of the purchases you make in our shop meet your expectations. If you find yourself filling this form, it's a sign that something went wrong.



Fill out the form and describe the product fault.



Put the faulty product (washed/cleaned) inside a box and enclose the proof of purchase as well as the filled out complaint form.



Send the faulty product to:
Marsupiale Maria Hamed
Al. Rzeczypospolitej 12/7
02-972 Warsaw, Poland
If your claim is found to be valid, the cost of the shipment will be fully reimbursed. Parcels payable on pick-up will not be received.



Please wait for our reply. If your complaint is accepted, repaired or exchanged goods will be sent to you at Marsupiale's cost. In the case your complaint being unsuccessful, the goods will be sent back to you at your own cost.

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Claimant's data:

First and last name:

Address:

Order number:

Order date: Invoice/receipt number:

Phone number: E-mail:

Fault description:

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In case the goods cannot be repaired or replaced, please pay the refund to the bank account below:

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I declare that I have read the Complaint Rules specified in the shop's Rules and Regulations.

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Date and customer's signature