



Complaints and returns

in accordance with the General Terms of Sale and the Civil Code.

Complaints:

In the event that the purchased goods turn out to be defective or not as described, each customer has the right to make a complaint. Complaints should be submitted electronically: reklamacja@z-ecoenergy.com

as in the case of inverters, the problem can often be repaired remotely, no disassembly is required,

or by post, the defective product should be sent to the following address:

Z-Eco Energy Sp. z o.o. Sp. k.

95-030 Rzgów,

Gospodarz 51A

There is **14 days** to consider the complaint from the date of receipt of the complaint.

Returns:

If you are a Consumer or an Entrepreneur with Consumer rights, you have the right to withdraw from a distance contract without giving any reason.

Return of goods purchased outside the premises of Z-Eco Energy Sp. z o.o. Sp.k. we accept up to 14 days from the date of delivery of the ordered goods.

The returned product must not bear any signs of use, and it must also be in original, intact packaging.

The returned goods The consumer is obliged to send back at his own expense to the company's headquarters, unless the parties agree otherwise.

Please send the returned goods to the address as above

AFTER NOTIFYING US BY E-MAIL AND SETTLEMENTS to the following address:

reklamacja@z-ecoenergy.com about withdrawal from the purchase contract.

In the event of withdrawal from the contract, we will refund the payments received from you immediately, but no later than 14 days from the date on which the withdrawal took place.

The reimbursement is made to the bank account indicated by the Consumer or Entrepreneur with the Consumer's rights in the declaration of withdrawal from the contract.

We may withhold the reimbursement until we receive confirmation of the proof of shipment of the returned product or receipt of it.

If the correspondence address differs from the delivery address, please provide the address to which we are to send the accounting document correcting the sale.