How to make a complaint?

1. **A complaint can be filed by the customer, for example:**
    a. In writing to the address: MODUE Sp. z o.o., Duchnicka Street number 3 bud. 5 - Modue, 01-796 Warsaw, Poland;
    b. in electronic form to: contact@modue.com.

We encourage you to use our <complaint form>.

2. If you prepare the letter of complaint yourself, it is recommended that the customer specify in the description of the complaint:
    a. order number;
    b. information and circumstances regarding the circumstances of the complaint, in particular, the date of disclosure of non-conformity of the goods with the contract (defect);
    c. the desired method of resolving the complaint: replacement or repair;
    d. or when these forms are impossible or too burdensome to implement in accordance with the content of the Law on Consumer Rights: complaint return or price reduction;
    e. Contact information of the complainant;
    f. address where you can possibly pick up the goods - this will make it easier and faster for us to process the complaint.

3. We will respond to your complaint as soon as possible, no later than 14 days from the date of receipt.

Want to learn more about the complaint procedure? Check out our Terms and Conditions.

How to make a return in a few, simple steps?

Hello!

Did you not like the products you ordered? No problem, in our store you have 30 days from delivery to return unused products.

1. You have 30 days from the day of delivery to notify us of your withdrawal from the contract, that is, your desire to return the purchased products.

2. You can send information about your wish to return the purchased products to us in any way you choose, such as:

    a. In writing to the address: MODUE Sp. z o.o., Duchnicka Street number 3 bud. 5 - modue, 01-796 Warsaw, Poland
    b. In electronic form to: contact@modue.com.

3. **Within 14 days of notifying us of the return, send the returned goods at your expense to the address: MODUE Sp. z o.o., Duchnicka Street number 3,. bud. 5 - Modue, 01-796 Warsaw, Poland. Attach the return form to the package, you can for example fill out this < link >.**

4. We will refund your money within 14 days of your cancellation. We may withhold the refund until we receive the product or proof of return from you.

5. Remember that the return may also be refused by Us if it turns out that the products were stored not according to the recommendations which affected their properties.

6. **Remember to pack the goods in a safe way to protect them from damage in transit.** We will be pleased if you use the original product protection.

Want to learn more about our returns procedure? Read our Returns Policy in its full version, which you can find in our Terms and Conditions.

If you have any questions, write to our email address - we will certainly help you.