RETURNS AND COMPLAINTS POLICY OF THE VOUGE VINTAGE ONLINE STORE

§1 Right to Withdraw from the Contract

A consumer who has concluded a distance contract through the Vouge Vintage online store has the right to withdraw from it without giving a reason within 14 days from the date of receiving the product.

To exercise the right of withdrawal, the consumer must inform the Seller:

- Via email at: reklamacje@vouge-vintage.com
- In writing at: TRENDIO - Paweł Boczek, ul. Daleka 23/28, 25-319 Kielce, Poland.

The consumer may use the model withdrawal form available on the online store's website.

In case of withdrawal from the contract, the consumer is obliged to return the product within 14 days from the date of submitting the withdrawal statement. The product should be sent to the following address: TRENDIO, ul. Magazynowa 5, 25-565 Kielce, Poland.

The cost of returning the product is borne by the consumer unless agreed otherwise.

The consumer is responsible for any reduction in the product's value resulting from using it beyond what is necessary to determine its nature, characteristics, and functionality.

§2 Exceptions to the Right of Withdrawal

The right to withdraw from the contract does not apply to:

- Products that, after delivery, due to their nature, become inseparably connected with other items.
- Personalized products or those made to the consumer's special order.
- Hygienic products (e.g., underwear) after the original packaging has been removed.

§3 Warranty for Defects

The Seller is liable to the Consumer for physical and legal defects of the sold product in accordance with the provisions of the Civil Code.

For used products, the Seller may limit the warranty period to one year, provided the Consumer is informed before purchase.

The consumer has the right to file a complaint if a defect in the product is found within one year of receiving it, provided that the defect is reported within one month of its detection.

Complaints can be submitted:

- Via email at: info@vouge-vintage.com
- In writing at: TRENDIO, ul. Daleka 23/28, 25-319 Kielce, Poland.

The complaint should include:

- The consumer's full name,
- Order number,
- Description of the product defect,

- The consumer's request (e.g., replacement, repair, partial refund).

The Seller will review the complaint within 14 days of receiving it and inform the Consumer of the decision.

§4 Refunds

If a return or complaint is accepted, the Seller will refund the Consumer the amount paid within 14 days from the date of accepting the return or acknowledging the complaint.

The refund will be made using the same payment method that the Consumer used unless they agree to another refund method.

§5 Final Provisions

This Returns and Complaints Policy is effective as of [date] and is available on the website www.vouge-vintage.com.

For matters not regulated in this Policy, the provisions of the Consumer Rights Act of May 30, 2014, and the Civil Code shall apply.