1. Complaints Terms & Conditions
   1. In the event of a physical defect of the Product / Device covered by the warranty, the Customer has the right to file a complaint.
   2. All complaints shall be submitted: via e-mail to [reklamacje@poshlashes.com](mailto:reklamacje@poshlashes.com) or by post: ul. Senatorska 14/16, 93-192 Łódź, Poland.
   3. The customer shall file a complaint by filling the complaint form available at <https://www.poshlashes.com/download/regulaminy/Posh_Lashes_-_formularz_reklamacyjny_(konsument).pdf>, containing the following information:

* Full name and surname,
* Full postal address,
* Contact details like phone number, email address,
* description of the fault
* Customer claim (warranty attachment),
* Order number,
* Invoice/receipt number,
* Bank account details and conformation of postage of faulty product/device.
  1. For Posh Lashes to consider a complaint, the existence of the defect and the reasons for it must be validated and determined. Therefore, the Customer is obliged to deliver the defective Product / Device to the Customer Care Department.
  2. The complained Product / Device together with the completed complaint form and proof of purchase of the Product / Device and the warranty card (in the case of warranty claims) should be delivered to the Customer Care Department of Posh Lashes sp.z o.o. ul. Senatorska 14/16, 93-192 Łódź. The parcel should include reference: Complaint.
  3. For the proof of purchase, the following documents will be considered: VAT invoice, receipt, transfer confirmation, PayU, PayPal, credit card statement.
  4. Complaints will be considered no later than 14 days from the day they are received. Lack of information from Posh Lashes within the above deadline means that the complaint is considered accepted.
  5. The complaint is considered accepted when: replaced with a Product or Device free of defects, repaired or the cost of purchased Product / Device is refunded. If the defect concerns only a part of the Product / Device - replacement or repair may only concern this part.
  6. Posh Lashes will repair or replace a defective Product / Device without undue delay. Repair or replacement can be delayed by the type of defective Product or Device and the nature of the defect.
  7. A complaint is considered not accepted if Posh Lashes gives a reason for not recognizing the defect and is followed by the goods being returned to the Customer.

1. Quantitative complaint
   1. Quantity discrepancy (incorrect quantity of the Product ordered, no Product in the parcel delivered, Product different than ordered) shall be reported to Posh Lashes not later than 72 hours from the date of receipt of the Product.
   2. In the event that a Product delivered is different than ordered, the Customer can:
      1. Return the Product to the Customer Care Department; The Product will be replaced with a correct one, in accordance with the order, after delivery of the complained Product to the Customer Care Department,
      2. Ask to send the correct product, as ordered, with payment on collection.
2. Delivery Terms & Conditions
   1. The Customer is obliged to deliver the complained Product / Device together with a description of the complaint to the place of purchase: head office, Distributor, point of sale at their own expense. Posh Lashes will reimburse the customer for the cost of delivery if the complaint is accepted.
   2. Cash on delivery parcels and parcels sent to parcel points will not be accepted.
   3. The claimed Product / Device must be securely packaged so that it will not be damaged while transported. The Customer is responsible for the proper protection, packaging and shipping of the Product / Device.
3. Final provisions
   1. Complaints shall not apply in the event of improper use or storage of the Product / Device, in particular, using it in a manner inconsistent with the description on the Product / Device or the leaflet attached to the Product / Device.
   2. POSH LASHES products are compatible only with other products of this brand. If the Product is used with products of another brand, as a result of which the Customer finds a physical defect of the Product (e.g. the adhesive does not bind), the complaint submitted by the Customer may be unfounded after testing the Product with other products of the POSH LASHES brand.
   3. Complaints about non-compliance in the order and the damaged product shall be submitted within 72 hours of receiving the package. To make a complaint, please contact the Customer Care Department by phone: +48 42 715 80 14 or send the well-protected product by attaching proof of purchase and completed complaint form to our address:

POSH LASHES Sp. z o.o.

ul. Senatorska 14/16

93-192 Łódź

z dopiskiem 'REKLAMACJA'

* 1. If the parcel has traces of damage that resulted from transport, the Customer is obliged to inspect the parcel in the presence of the courier and in the event of non-compliance with the order, write a damage report. The original damage report should be delivered to Customer Care, together with the complained Product / Device.