Rules for B2B (Business-to-Business) Complaints

Sequence of actions

- Reporting: the customer sends a complaint together with a completed warranty form, providing the invoice number and a description of the defect, as well as the method of handling the complaint.
- Technical Verification: examination and analysis.
- Decision and Costs: Decision on acceptance
- Implementation: Implementation of the request (repair/replacement/refund).
- Documentation: Full archiving in Polish and English.

The complaint form (report) must be completed in full and returned together with the part inside the packaging. Parts must be secured for transport. We are not responsible for any damage to parts during transport that may prevent inspection.

Complaint processing time

The Civil Code, which regulates warranties between businesses, does not impose a maximum time limit on the seller for processing complaints (i.e. for responding).

Although there is no strict deadline, complaints should be processed without undue delay. If a technical expert opinion is required, this period may be longer (e.g. 30-60 days).

Cer Motor sp. z o.o.
04-232 Warszawa
ul. Rezedowa 19
NIP: 9521876188

+48 (22) 418 59 10
+48 (22) 418 59 00
biuro@cermotor.com.pl
cermotor.com.pl