

Complaint form

We are sincerely sorry to hear that our product has a defect. We will try to investigate the problem as quickly as possible and find a convenient solution.

To make a complaint, please fill in the form below. Our Customer Service Department will contact you immediately.

Please send filled form to info@miuform.com

Subject of complaint:

What part of the furniture is the complaint about?
Please give the full product name and order number*

e.g. CNVUPJDGR

Name and surname:

Phone number:

E-mail:

Delivery address:

Claim reason:

To which part of the furniture is the complaint about?

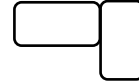
- ☐ right chaise longue*,
☐ left chaise longue*,
☐ storage box,
☐ cart,
☐ central part of the furniture,
☐ pouf,
☐ whole furniture,
☐ other:

* Determine the side of the chaise longue by standing in front of the furniture or mark it on the below images by leaving X on this part.

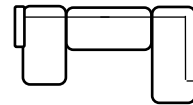
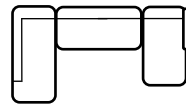
Left hand facing corner sofa



Right hand facing corner sofa



Left hand facing corner sofa U shape Right hand facing corner sofa U shape



When was the problem noticed?

- ☐ on receipt of the order
☐ during unpacking of the order, during assembly
☐ during use of the product*

*How long after first use of the product did the problem occur?
(days/weeks/months)

Please include photos of the product being subject of the complaint. Below you can find our guidelines:

- a photo of the entire product with the visible (or highlighted) problem,
- a close-up photo of the problem (If the reason for complaint is a problem that is not visible on the photo, please send a short video of the defect)
- a photo of the production label (The label is placed underneath the furniture - it is a small paper card with the inscription "Made in Poland". If there is no label, please send a photo of the bottom of the furniture without the label).

Thank you for filling in the form!

We will do our best to respond to your complaint

as soon as possible.

