

## How to submit a complaint?

**Personally:**

by visiting headquarters of  
Inter Fleet  
Franchise sp. z o.o.  
(franchisee of the Carwiz  
brand in Poland)

**By traditional post sent to:**

Inter Fleet  
Franchise sp. z o.o.  
ul. Puławska 479,  
02-844 Warszawa

**Via e-mail:**

[customer.support@carwiz.pl](mailto:customer.support@carwiz.pl)

**A response to your complaint will be provided within 14 days from the date of its receipt.**

The complaint must include: the name and surname of the person submitting the complaint, the reservation number, and the address to which the response should be sent.