

COMPLAINT FORM

If you want to make a complaint about a purchased product, digital content or service, you can use the form below by sending it to us by post or email. If the form is not sent with the goods complained about, please remember that in order to consider the complaint, we may ask you to send us the goods complained about.

ADDRESSEE (SELLER):

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.....

CUSTOMER DATA:

(Mandatory)

Date of conclusion of the contract / order number:

Name:

Address:

(Voluntary, which, however, will make it easier for us to communicate)

E-mail address:

Phone number:

SUBJECT OF THE COMPLAINT:

Commodity / Digital Content / Service:

Paid price:

FILING A COMPLAINT (description of *non-conformity* of goods / digital content with the contract / description of improper performance of the service):

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When discrepancies were found:

ADVERTISER'S REQUEST:

- (___) replacement of goods with goods free from defects,
(___) repair of goods,
(___) bringing the digital content into conformity,
(___) providing the advertiser with digital content,
(___) other (what?)

.....
Date of completion pcopy (if the form is sent in paper form or scanned)

Information on the processing of personal data

The administrator of personal data provided in the form is the addressee of the complaint. The data is processed in order to handle the complaint process, which is a legitimate interest pursued by the administrator referred to in Article 6(1)(f) of the GDPR, as well as the performance of a contract in accordance with Article 6(1)(b) of the GDPR and the performance of a legal obligation in accordance with Article 6(1)(c) of the GDPR in connection with the relevant legal provisions regarding the seller's liability for non-conformity of goods or digital content with the contract. If, as a result of the complaint, the price is reduced or the contract is withdrawn, the complaint form will be included in the accounting documentation and will be stored together with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation of claims related to the contract to which the complaint relates. In connection with the complaint process, the data may be processed by external entities involved in handling this process, such as courier companies, postal operators, banks, hosting provider, CRM system provider, accounting office. Rights related to data processing: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and to lodge a complaint to the President of the Office for Personal Data Protection. In matters related to the protection of personal data, please contact us individually. Providing data is voluntary, but necessary to handle the complaint process.