

## PRODUCT COMPLAINT FORM

<b>To be completed by the Customer</b>	<b>First name, surname (for the consumer) or the company name:</b>	
	<b>Mailing address:</b>	
	<b>Telephone No.:</b> *	
	<b>E-mail address:</b> *	
	<b>Product sale date:</b>	
	<b>Name, batch no. and expiry date:</b>	
	<b>Quantity of products complained about:</b>	
	<b>Sale price paid:</b>	
	<b>Exact description of the product defect:</b>	
	<b>Defect discovery date:</b>	
	<b>Proof of purchase:</b> (the complaint form should be accompanied by the proof of purchase or the customer should otherwise demonstrate that they have concluded the sale agreement for the product complained about)	<input type="checkbox"/> <b>invoice</b> <input type="checkbox"/> <b>receipt</b> <input type="checkbox"/> <b>confirmation of payment</b>  <input type="checkbox"/> <b>other:</b> .....
<b>To be completed by the Seller</b>	<b>Submission date:</b>  <b>Complaint number:</b>  <b>Receipt/invoice number:</b>	

\* These data are optional but their provision will expedite the complaint handling process.

**I request the following (please select one option):**

**a free repair of the product**  **a replacement of the product with a new one**

**a refund/a reduction of the sale price by: .....**

**Information clause concerning personal data**

Your personal data given in this form will be processed in accordance with Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the GDPR) and the provisions of the Act of 10 May 2018 on the Protection of Personal Data.

In view of the foregoing and in order to fulfil the obligation imposed on us, we would like to provide you with information regarding your personal data processed by Euphora Spółka z ograniczoną odpowiedzialnością Spółka Komandytowa (*Limited liability company, Limited partnership*) (formerly: Euphora Grzegorz Wnęk Spółka Jawna (*General partnership*)).

Please be advised that **the controller of your personal data is** Euphora Spółka z ograniczoną odpowiedzialnością Spółka Komandytowa (*Limited liability company, Limited partnership*) (formerly: Euphora Grzegorz Wnęk Spółka Jawna (*General partnership*)) with its registered office in Kraków 30-552, at ul. Wielicka 28, entered into the Register of Businesses of the National Court Register (KRS) under the number 0000789381, NIP (Tax ID): 679-299-26-28, REGON (Business ID): 120814037.

Your **personal data are processed in order to** process your complaint, and thus fulfil the statutory obligations imposed on the controller of personal data by Polish law. **The legal basis for the processing of your personal data** is point (a), (c) or (f) of Article 6(1) of the GDPR. If your complaint submission form includes your personal data concerning health, such data will be processed based on point (f) of Article 9(2) of the GDPR.

Your **personal data will be processed until** the expiry of the limitation periods regarding civil law claims provided for by Polish law, but for the period not shorter than 6 years. **Recipients of your personal data may be** third parties to which we will entrust the activities that require data processing in connection with the processing of your complaint, and to an entity authorised to obtain information by law.

Please be advised that **you have the right to:** (1) request access to your personal data in order to rectify such data; (2) request to have personal data completed; (3) request the erasure of data or restriction of their processing; (4) object to further processing of your personal data; (5) transfer your personal data; (6) lodge a complaint regarding the processing of your personal data to the President of the Office for Personal Data Protection. You have the right to withdraw your consent to the processing of your personal data at any time. The withdrawal of your consent shall not affect the lawfulness of our processing of your personal data based on consent before its withdrawal.

**The provision of the above-mentioned personal data is voluntary** but necessary (to a specific extent) to process your complaint.

**I, the undersigned, hereby declare that the data provided by me are correct and valid. I declare that I agree to the processing of my personal data to the extent specified above by the above-named controller of personal data and for the purposes specified above.**

**Place, date and legible signature**