Shipping address:
SZOPEX- Dutkiewicz sp. z o.o. sp. k.
Complaints Department
Likusy 13, 11-041 Olsztyn

COMPLAINT FORM

_____
Date

CUSTOMER DATA

Name and surname _____

Address of residence _____

PRODUCT INFORMATION

product name (index) _____

purchase price _____ purchase date_____

defect detection date _____

defect detection _____

_____

_____

REQUESTS OF THE COMPLAINING ENTITY CONCERNING THE PRODUCT DEFECT

☐ defect removal (product repair)

☐ exchange of the goods for the one free from defects

☐ reduction of the price of the goods by PLN_____*

☐ withdrawal from the agreement (refund)*

*Please refund the amount to the following bank account:

(bank account number contains 26 digits - please check the correctness of this number carefully)

METHOD OF NOTIFICATION ABOUT THE COMPLAINT HANDLING

(please mark the selected field)

☐ SMS ☐ e-mail ☐ other method

_____ _____ _____

_____
signature of the customer

The controller of personal data indicated in the complaint form is SZOPEX-Dutkiewicz sp. z o.o. sp.k. with its registered office in Olsztyn. Address: Kotanskiego Street No. 6, 10-166 Olsztyn, e-mail: bok@sportowysklep.pl, phone: 504 075 034.

Personal data will be processed for handling and servicing the complaint for warranty (the legal basis is the necessity to process in order to perform the sales contract). In addition, data will be processed for accounting and settlement purposes (the legal basis is the fulfillment of the legal obligation incumbent on the Controller) and to secure potential claims of the parties (the legal basis is the legitimate interest pursued by the Controller). The recipients of data will be the entities enabling the correct handling of the complaint process, i.e. the provider of technical and IT solutions (including in the field of communication, support and maintenance of the ICT system), as well as the entities providing payment, transport and legal services. The data from this form will be processed for a period resulting from the limitation of potential claims and for a period resulting from accounting regulations. You have the right to request the Controller to provide access to your personal data, their rectification, deletion or limitation of processing, the right to object to the processing, the right to transfer data, as well as the right to file a complaint to the President of the Office for Personal Data Protection. The provision of personal data is voluntary, but necessary to handle and service the complaint. Based on the data obtained from the complaint form, the Controller will not make automated decisions, including decisions resulting from profiling.

SZOPEX-Dutkiewicz sp. z o.o. sp.k. with its registered office in Olsztyn (10-166) at Kotanskiego Street No. 6, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court in Olsztyn, VIII Commercial Division of the National Court Register under the number: 0000724788. NIP number: 739 020 22 40 and REGON number 510525357.