TEMPLATE FOR FILING A COMPLAINT

I the undersigned :   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
(data)  
  
I report a complaint about the goods purchased by me on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ based on the warranty.  
Order number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Product name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Description of the complaint (the defect of the goods found by the customer): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
In connection with the above, I request :  
- replacement of the goods with a new one;  
- repair the goods free of charge;  
- reduction of the price of the goods by the amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (in words: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) euro. Please return the stated amount to the bank account: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
- I withdraw from the contract and ask for a refund of the price of the goods to the bank account: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
If it is not possible to repair or replace the goods, the return of payment will be made according to the way in which the purchase of the goods was made.   
  
I declare that the cost of returning the goods to the warehouse was: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Please refund the cost of returning the goods to the following bank account: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Please inform me about the handling of the complaint by e-mail to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
   
Information clause  
1 The administrator of your data, obtained in the store is Teknika Industry Techonologies Joint Stock Company, based at: Nowa 3, 05-816 Opacz Kolonia, entered in the Register of Entrepreneurs of the National Court Register, kept by the District Court for the Capital City of Warsaw in Warsaw, XIV Economic Department of the National Court Register, under the number: 0000849395, NIP 5342613949, Regon 385095427, share capital: PLN 100,000 (hereinafter also referred to as: "Administrator").  
(2) You can contact the Administrator electronically by sending an e-mail to: info@teknika.pl.  
3. your personal data will be processed for:  
a. to handle withdrawal from the contract - the legal basis is the necessity to perform the obligations arising from the conclusion of the contract with the consumer;  
b. in order to handle a complaint regarding a concluded contract involving the performance of obligations under the warranty-the legal basis is the necessity to perform the obligations arising from the conclusion of the contract;  
c. for the purpose of possible establishment or investigation of claims or defense against claims - the legal basis for processing is the legitimate interest of the administrator.  
(4) Your personal data may be transferred to entities with which the Administrator has entered into contracts for entrustment of personal data processing.  
(5) Your personal data will be processed for the period of handling returns or complaints. The processing period may be extended each time by the period of the statute of limitations for claims, if the processing of your personal data will be necessary for the Administrator to establish or assert possible claims or defend against such claims.  
6. your personal data will not be used for customer profiling or automated decision-making in relation to you.   
7. You have the right to access your personal data, including the right to obtain a copy of such data, the right to request rectification (correction) of personal data - in case the data is incorrect or incomplete, the right to request erasure of personal data, the right to request restriction of processing of personal data, the right to portability of personal data in case the processing is carried out on the basis of a contract concluded with the person, to whom the data refer or on the basis of consent given by such person and where processing is carried out by automated means, the right to withdraw consent to the processing of personal data to the extent that the processing of personal data is carried out on the basis of consent given, with the proviso that withdrawal of consent shall not affect the legality of data processing carried out on the basis of consent before its withdrawal.   
(8) If you consider that the Administrator's processing of your personal data violates the provisions of the RODO, you have the right to lodge a complaint with the competent supervisory authority. The supervisory authority vis-à-vis the Administrator with respect to personal data is the President of the Office for Personal Data Protection.  
  
(9) Detailed rules for the processing of personal data by the Administrator are set out in the Privacy and Cookies Policy available at: [http://sklep.teknika.pl].  
(10) Provision of personal data is required by the Administrator in order to accept and handle a withdrawal from the contract or a complaint.   
(11) The consequence of failing to provide personal data required by the Administrator is the inability to accept and handle a withdrawal from the contract or a complaint.