

COMPLAINT FORM

Complainant's contact details:

First name and last name:	
Address:	
Phone number:	
E-mail:	

Information about the complaint product:

Order number:	
Date of purchase:	
Name and symbol of the returned product:	
Attachments:	<input type="checkbox"/> receipt / invoice <input type="checkbox"/> other

The reason for the complaint:

Date of noticing the defect:	
Damage description	

Complaint request:

Warranty	
<input type="checkbox"/> Removal of the defect	<input type="checkbox"/> Exchange for a defect-free product
<input type="checkbox"/> Withdrawal from the contract	<input type="checkbox"/> other

Please be advised that the complaint will be considered within 14 days from the date of its delivery. This form has auxiliary character, the Customer may submit a complaint in a different form by sending it to the Seller's address: PEKALLA s.c. E. Pękała, Ł. Pękała, Al. Warszawska 239, 39-400 Tarnobrzeg, with a note "COMPLAINT" or to the e-mail address: kontakt@pekalla.com or by submitting it to the Pekalla showroom. The customer will be informed by phone or e-mail about the result of considering the complaint

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 date and Client's signature

The Advertiser's personal data is protected under the Personal Data Protection Act and the Regulation of the European Parliament and of the Council (EU) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46 / EC (General Data Protection Regulation) ("GDPR"). The administrator of the personal data left behind is: PEKALLA s.c. E. Pękała, Ł. Pękała, based in Tarnobrzeg. Personal data is processed in order to implement the complaint process, as well as for purposes arising from legitimate interests pursued by the Administrator pursuant to art. 6 sec. 1 lit. b), lit. c) and lit. f) GDPR. Personal data will be stored during the performance of obligations under the sales contract (including complaint obligations), and in to the extent necessary to pursue claims arising from the sales contract (including complaint obligations) - for the period of limitation of these claims. The data subject has the right to request the Administrator to access personal data, rectify it, delete or limit it processing in accordance with the law, as well as submitting a complaint to GIODO (and from the date of creation of the new office - to the President of the Data Protection Office Personal). Providing data is voluntary, but necessary for the purposes indicated in this statement. From May 25, 2018, contact details to the data protection officer at the Administrator's are as follows - e-mail address: kontakt@pekalla.com.