

Dear Client,

We make every effort to ensure that the quality of the products available in our offer is fully satisfactory to you. However, if the goods you receive do not meet your expectations, you can withdraw from the sales contract and return them.

You have 30 days from the date of receipt of the goods to exercise your right to withdraw from the contract.

We would like to remind you that as a Consumer, you are responsible for any reduction in the value of the goods resulting from using them in a way that goes beyond what is necessary to establish their nature, characteristics and functioning. Therefore, we recommend that the returned goods be unused, clean, have tags attached, and be packaged in a way that prevents damage to the shipment during transport.

To streamline the withdrawal process, you can complete the form below.

Customer Service Office of the OCHNIK online shop

Online shop operating at www.ochnik.com
is run by the company:
OCHNIK S.A.
street Stacyjna 8B
08 – 400 Garwolin

All correspondence and returns of goods should be sent to:
OCHNIK ONLINE SHOP
street Przemysłowa 45C
08-410 Wola Rębkowska
e-mail: bok@sklep.ochnik.com

Purchaser		Order	
First name and last name		Date of order	
		Date of receipt of the goods	
Address		Order number (*)	
Phone number*		Sales document number (*)	

* optional data. Providing them will make the return process much easier and faster.

Goods to be returned	
	<i>Product code</i>
1	
	<small>Reason for withdrawal – completed voluntarily (we will be grateful for any comments)</small>
2	
	<small>Reason for withdrawal – completed voluntarily (we will be grateful for any comments)</small>
3	
	<small>Reason for withdrawal – completed voluntarily (we will be grateful for any comments)</small>

The refund for the returned goods will be made in the same way as the order was paid for, but if the order was paid on delivery, you can provide us with the bank account details for the transfer to which we should make the refund:

Bank name	
Bank account number	

Please contact the Customer Service Office of the OCHNIK online shop at the hotline number 25 748 43 10 or by e-mail: bok@sklep.ochnik.com

ANNEX TO THE COMPLAINT FORM

Information on data protection

Personal data controller and contact:

We hereby inform you that the administrator of your personal data is OCHNIK S.A. based in Garwolin, KRS no. 0000604045, NIP 826-000-07-80, REGON 005176399 (hereinafter "We"), address: OCHNIK S.A., ul. Stacyjna 8B, 08-400 Garwolin, e-mail: bok@ochnik.com.

We would also like to inform you that we have appointed a Data Protection Inspector, whom you can contact by post at the address: OCHNIK S.A. Data Protection Inspector, ul. Stacyjna 8B, 08-400 Garwolin or by e-mail to: inspektorochronydanych@ochnik.com

What data we process:

We process your personal data that you have provided to us above and other data resulting from your complaint activities.

For what purpose we obtain your data and on what legal basis we may use it:

Your personal data will be processed by us:

- in order to comply with the obligations incumbent upon us - legal basis Article 6(1)(c) RODO, covering obligations:

- (i) for non-conformity of the goods with the contract, including the handling, recognition and investigation of the complaint, including the response to it;
- (ii) in order to issue and keep the relevant documents required by tax or accounting regulations in connection with complaints and liability for non-conformity of goods;

- in order to pursue our so-called legitimate interests - legal basis Article 6(1)(f) RODO - occurring in the case of:

- (i) the establishment, defence, assertion of a claim and our actions in connection with it;
- (ii) the production of compilations, analyses and statistics for our internal purposes, covering, in particular, reporting, research and planning for the development of our products and the improvement of their quality, development work in our IT systems;
- (iii) ensuring network and information security;
- (iv) support customer service, including by adapting it to the needs deriving from orders, complaints, claims;
- (v) protection against attempted fraud;
- (vi) ensuring the safety of persons (primarily employees and customers) and property.

Voluntariness of data provision:

You provide us with personal data on a voluntary basis and it is not a statutory obligation to do so.

The data specified in the complaint form, which are not optional, are nevertheless necessary for the handling, recognition and investigation of the complaint.

Providing optional data does not affect the processing of your complaint, but if we do not receive it, we will not be able to call you at the contact number or send you messages to your email address or make a refund to your bank account or collect the goods you have complained about.

However, your failure to provide data that is not optional will not result in any negative consequences, other than the inability to handle, recognise and resolve your complaint.

To whom we may share your data:

We may pass on your data to:

- entities processing your personal data on our behalf and participating in the performance of our activities, i.e.:

- (i) to our subcontractors who support us in fulfilling our complaint obligations, e.g. in handling correspondence or in the customer service process, or to the operators of OCHNIK sales shops or other intermediaries selling our products or to appraisers;
- (ii) entities operating our ICT systems or providing us with ICT tools;
- (iii) entities providing us with consultancy, advisory, auditing services or legal, tax, accounting assistance;
- (iv) to research agencies acting on our behalf;
- (v) entities providing security services to us for persons and property;

- other administrators being:

- (i) postal or courier operators to deliver to you the correspondence or the goods complained of or the goods repaired or replaced;
- (ii) payment service providers (banks, payment institutions) for the purpose of making refunds to you;
- (iii) creditors (banks) - to make refunds to you;
- (iv) entities cooperating in the operation of OCHNIK sales shops or customer service, including appraisers or other entities acting as intermediaries in the sale of our products - in order to settle the remuneration due to them.

How long we can keep your data:

We may store your data for the period of recognition and resolution of your complaint, after which time we will store your data for the period required by tax and accounting regulations, and thereafter for the period during which you can claim liability for non-conformity of the goods or our actions in connection with the complaint, i.e. until the statute of limitations for such claims.

What rights you have:

Remember that you have the right to request rectification (amendment) and completion of your data, deletion, restriction of data processing, data portability, access to personal data. You also have the right to lodge a complaint with a supervisory authority, i.e. the President of the Office for Personal Data Protection.

Don't forget also the right to object, which you have when there are reasons relating to your particular situation and the processing is based on the basis of necessity for purposes arising from our so-called legitimate interests.

More information:

If you have questions about how and to what extent we process your personal data and what rights you have, please contact us: bok@ochnik.com or inspektorochronydanych@ochnik.com or tel. 25 684 31 85.

You can also obtain detailed information from OCHNIK showroom staff and on our website: <https://ochnik.uk/privacy-policy>

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Date

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Customer's signature
(only if the form is sent in paper version)