POS stamp

**COMPLAINT FORM NO. ........... /COMPL/............**

**Issued on..............................**

**1. Buyer's name and surname.......................................................................................................................................**

**2. Address for correspondence ................................................................................................................................telephone:.................................................Email........................................................................................................................................................................**

**3. The subject of purchase is directly related to the industry or specialisation resulting from the economic activity of the buyer YES/NO**

**4 Name of goods ............................................................................................................................................................**

**5. Date of purchase of goods .................................. Receipt no.: ...............................................................................**

**6. Quantity of questioned goods ................ about the total value of ........................................................................**

**7 Date on which the goods were found not to be in conformity with the contract.....................................................................................**

**8. Precise statement on non-conformity of subjected goods ..........................................................................................................................**

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**9. Description of the condition of the goods that are the subject of complaint :**

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**...........................................................................................................................................................................................**

**10. Customer requirements: ..........................................................................................................................................**

**11. Under what circumstances were the goods found not to be in conformity with the contract / description of the circumstances of use of the goods:**

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**..........................................................................................................................................................................................**

**............................... .............................................................**

Employee's signature Buyer's signature

**Complaint handling description**

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***.........................................................................................................................................................................................***

**Buyer's receipt**

**I hereby declare that I have received:**

**(a) goods in deposit (b) repaired goods (c) replaced goods (d)................................**

**Date: .................................. Signature of the party issuing the complaint: ............................................................**

Information

1. The handling of the complaint will take place on the basis of Articles 43a - 43g of the Consumer Rights Act of 30 May 2014. However, if the purchase was of a professional nature for the buyer, resulting in particular from the subject matter of his/her business activity, then the consideration of the complaint will take place on the basis of Articles 556 - 576 of the Act of 23 April 1964. - Civil Code
2. The seller shall be liable for any lack of conformity of the goods with the contract existing at the time of delivery and discovered within two years of that time.
3. Email contact: [reklamacje@ochnik.com](mailto:reklamacje@ochnik.com), [bok@ochnik.com](mailto:bok@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