

COMPLAINT NOTIFICATION FORM - SHOES / ACCESSORIES

Date of filing the complaint:

CUSTOMER'S DATA

Name and surname:	E-mail address:
Address:	Telephone number:

PRODUCT DETAILS

Product name:	
Order number/receipt number:	Defect detection date:

REASON FOR COMPLAINT

<input type="checkbox"/> Ripping/crack	<input type="checkbox"/> Torn heel lining	<input type="checkbox"/> Broken decoration	<input type="checkbox"/> Discoloration
<input type="checkbox"/> Damaged sole	<input type="checkbox"/> Broken buckle	<input type="checkbox"/> Leaking	<input type="checkbox"/> Scratches
<input type="checkbox"/> Other reasons:			
Details:			
Condition of the goods (to be filled in by the seller):			

COMPLAINT HANDLING PROPOSAL

<input type="checkbox"/> Repair	<input type="checkbox"/> Exchange	<input type="checkbox"/> Refund (withdrawing from the purchase)	<input type="checkbox"/> Reducing the price (amount)
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We reserve the right not to consider a complaint if the product does not meet the basic hygienic conditions for visual inspection.

BANK ACCOUNT NUMBER

Payment for the order will be refunded using the same method of payment as used by the consumer. Cash on delivery payments will be refunded to the account number provided below:

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SWIFT code:

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Date and customer's signature

The personal data provided will only be processed for the purpose of the complaint process in accordance with the Data Protection Act. Providing personal data in the complaint form is voluntary, however, failure to provide the required personal data makes it impossible to carry out the complaint process. The controller of personal data provided in the complaint form is SAT Sp. z o.o. with its registered office in Poznań 60-277, ul. Grochowska 27, REGON 365284658, NIP 7792446406. Every person has the right to access and rectify their data. Every person shall have the right to control the processing of data concerning him/her contained in the data filing systems, and in the case of data processing where it is necessary for the performance of a task prescribed by law carried out for the public good or for the fulfillment of legally justified purposes pursued by the controllers or recipients of the data, and where the processing does not violate the rights and freedoms of the data subject, in particular the right to: (a) to lodge a written, reasoned request to cease the processing of his/her data on account of his/her particular situation, (b) to object to the processing of his/her data where the controller intends to process them for marketing purposes or to the transfer of his/her personal data to another controller.