

SAT Sp. z o.o. ul. Grochowska 27 60-277 Poznań

customer@sportofino.com +48 61 610 31 44

Date and customer's signature

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 ■ Torn heel lining ■ Broken decoration Discoloration ☐ Ripping/crack ☐ Broken buckle Leaking Scratches Damaged sole Other reasons: Details: **COMPLAINT HANDLING PROPOSAL** ☐ Repair ☐ Exchange Refund (withdrawing from Reducing the price the purchase)(amount) **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: SWIFT code:

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 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.