

Complaint form

Complaint concerning a Product not conforming to the contract. Legal basis: Articles 43d and 43e of the Consumer Rights Act of 30 May 2014.

The form is not mandatory — you may submit a complaint in any form: by e-mail to shop@printella.com, in writing to the Seller's address, or through the form on printella.pl.

Seller

Printella Sp. z o.o., ul. Stefana Batorego 18, 77-300 Człuchów, Poland

NIP: 8431625364, REGON: 520763824, KRS: 0000941953

E-mail: shop@printella.com, telephone: +48 577 700 144

Customer details

First name and surname

Correspondence address

E-mail address

Telephone

Bank account number (fill in only when requesting a price reduction or withdrawal)

Order details

Order number

Order date

Proof of purchase:

☐ receipt

☐ invoice

☐ other

Product concerned

Product name / item from the order

Price of the Product

Date the defect was found

Description of the defect — what it consists in and in what circumstances it appeared:

Request

Tick one request.

- ☐ repair
- ☐ replacement with a new Product
- ☐ price reduction by the amount of:

amount, in words

- ☐ withdrawal from the contract

Grounds for a price reduction or withdrawal

Fill in this part only if you ticked a price reduction or withdrawal. For repair and replacement, leave it empty.

- ☐ I have not previously requested repair or replacement, and the lack of conformity of the Product with the contract is material.

Justification is optional — the law presumes that the lack of conformity is material.

- ☐ I have previously requested repair or replacement and one of the following applies:
 - ☐ The Seller refused to bring the Product into conformity with the contract.
 - ☐ The Seller failed to bring the Product into conformity with the contract.
 - ☐ The lack of conformity persists even though the Seller attempted to bring the Product into conformity.
 - ☐ The Seller declared, or it is clear from the circumstances, that it will not bring the Product into conformity.

Justification:

Attachments

- ☐ photographs of the defect (optional)
- ☐ proof of purchase
- ☐ other:

Place and date

Customer's signature (only for a complaint submitted on paper)

Information on the protection of personal data

The controller of your personal data is Printella Sp. z o.o., ul. Stefana Batorego 18, 77-300 Człuchów, Poland, NIP: 8431625364, REGON: 520763824.

Contact details of the controller: Printella Sp. z o.o., ul. Stefana Batorego 18, 77-300 Człuchów, Poland, e-mail: privacy@printella.com, telephone: +48 577 700 144.

We process your personal data where this is necessary for us to take action in connection with the complaint. Legal basis: Article 6(1)(c) of the GDPR.

You provide your personal data voluntarily and providing it is not a statutory obligation. The data specified in the complaint form is, however, necessary to handle, examine and decide the complaint. Failure to provide personal data may make it impossible for us to contact you.

We may disclose your data to processors acting on our behalf and taking part in our activities, i.e. subcontractors supporting us in handling complaints, entities operating our IT systems or providing us with IT tools, entities providing advisory, consulting, audit or legal, tax and accounting services, entities providing postal or courier services, entities carrying out payment activities and cooperating entities, including experts.

Your data will be stored for the period of examining and deciding your complaint, and thereafter for the period required by tax and accounting regulations, and after that for the period during which you may pursue claims under the warranty or in connection with our actions relating to the complaint, i.e. until such claims become time-barred.

In connection with the processing of personal data you have the following rights: the right of access to your data, the right to rectification of your data, the right to erasure of data, the right to withdraw at any time your consent to the processing of personal data for marketing purposes, the right to restriction of processing, the right to object to the processing of data on grounds relating to your particular situation, the right to data portability, and the right to lodge a complaint with the supervisory authority, i.e. the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych) in Poland. To exercise these rights, please use the contact details of the controller given above.