

COMPLAINT NOTIFICATION NO.

Location :

Date :

Complaint made in the FILIPPO shop

First name and surname of complainant:

Address of the complainant:

Phone number:

e-mail:

Date of purchase of the goods:

Proof of sale (receipt/invoice number)

Price of goods:

Name of footwear complained of:

Date on which the consumer goods were found not to be in conformity with the contract:

Precise description of non-conformity of the goods:

Seller's comments:

Demands of the customer claiming the goods:

Consumer Rights Act of 30 May 2014 (Journal of Laws 2014, item 827).

The consumer may demand repair, replacement of the goods with a new one, price reduction or withdrawal from the contract and refund - the latter only if the defect is material unless the seller immediately replaces the goods with a new one free of the defect or repairs the defective item

Repair free of charge

Refund of the price paid

Replacement with new

Reduction of the price paid

The complaint will be dealt with within 14 days from the date of receipt of the application, i.e. by:

The parties have agreed on the following method of notification: by telephone , e-mail , SMS notification.

If the faulty goods are not collected within the agreed period, i.e. 3 months from the date of complaint handling, the seller is entitled to dispose of the goods.

INFORMATION CONCERNING THE PROCESSING OF PERSONAL DATA

Pursuant to Article 12(1) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (Official Journal of the EU.L No. 119, p. 1), we inform you that:

1. The administrator of the personal data of Filippo Adam Filipowicz Spółka komandytowa, ul. Galaktyczna 32A, Gdańsk, NIP: 58428380 e-mail: sklep@filippo.pl, tel. 58 300 00 75
2. Personal data will be processed on the basis of the necessity to fulfil the legal obligation in Article 556 et seq. of the Civil Code and the Administrator's legitimate interest in Filippo [i.e. on the basis of Article 6(1)(C) and (f) RODO] for the purpose of: performing services under the guarantee, conducting analyses of the quality of the sales services provided
3. You have the right to lodge a complaint with the DPA if you consider that the processing of your personal data violates the provisions of the aforementioned Regulation.
5. The personal data provided to the Administrator will not be subject to profiling.
6. Personal data will be processed for the duration of the statute of limitations for counterclaims. The personal data provided will not be disclosed to other entities except for entities processing personal data on behalf of the Administrator in order to properly handle the complaint process: IT service providers, couriers, however, such entities process data on the basis of an agreement with the Administrator and only in accordance with his instructions and cannot use personal data for other purposes.
7. The provision of the data is voluntary, however, without it, it is not possible to resolve the complaint and correctly execute the order.

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Signature of the person receiving the complaint

.....
Signature of the customer claiming the goods

Opinion and decision of the person handling the complaint:

I have received :

goods repaired

cash refund in the amount of

goods exchanged

goods from deposit complaint rejected

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Date and signature of the customer claiming the goods