

**COMPLAINT FORM**

Should you wish to file a complaint regarding a purchased product, you may use the following form and send it to us by email or ordinary mail. If the form is not sent together with the product that is the subject of your complaint, please note that in order to process the complaint we may ask you to send the product to us.

**ADDRESSEE:**

ZYGA DESIGN

Otok 1K

59-700 Bolesławiec

Phone: +48602191269

info@zygadesign.com

**CUSTOMER DETAILS:**

*(Mandatory)*

Date of the contract / order number: .....

Name and surname:

.....

Address:

.....

*(Optional data to facilitate our communication)*

E-mail address:

.....

Phone number: .....

.....

**SUBJECT OF THE COMPLAINT:**

Product: .....

Price paid: .....

**COMPLAINT DECLARATION *(defect specification):***

.....

.....

.....  
.....

When was the defect noticed: .....

**CLAIMANT’S DEMAND:**

- ( ) replacement with a defect-free item,
- ( ) removal of the defect,
- ( ) price reduction,
- ( ) withdrawal from the contract,
- ( ) other (please specify)

.....  
.....

.....  
completed on

.....  
customer signature

*(for printed forms)*

**Information about personal data processing**

*The administrator of personal data provided in the form shall be ZYGA DESIGN. The data will be processed for the purpose of handling the complaint procedure, which fulfills our legitimate interest mentioned in art. 6, subparagraph 1, point f of the GDPR. Should the complaint result in a price reduction or withdrawal from the contract, the complaint form shall be included in the accounting records and stored together with it throughout the period specified by the law. Moreover, the complaint form shall be stored until the expiry date of the claims resulting from the agreement to which the complaint pertains. In relation to handling of the complaint process, the data may be processed by outside parties commissioned to handle this process, such as delivery companies, postal operators, banks, hosting provider, CRM system provider, accountancy office. Authorizations related to data processing: right to demand access to data, making amendments, deletion or restriction of processing, as well as the right to object to the processing of personal data and to file complaints to the President of the Personal Data Protection Office. In matters related to the protection of personal data, please contact us at [info@zygadesign.com](mailto:info@zygadesign.com). Data submission is voluntary, however necessary for handling the complaint procedure.*

