

COMPLAINT FORM

If you wish to file a complaint, relating to the purchased product, you can use the form below by sending it to us by traditional mail or electronic one. If the form is not sent together with the product then remember that in order to respond to your complaint we may require sending the product.

ADDRESSEES: Progres W. Izbiński, N. Sztandera, Ż. Adamus Spółka Jawna,
ul. Jana III Sobieskiego 16,
32-650 Kęty.

CUSTOMER'S DATA:

(Obligatory)

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

Name and Surname:

Address:

(Voluntary, yet, it will facilitate our communications)

E-mail:

(Mobile) phone number:

TOPIC OF COMPLAINT:

Goods:

Price paid:

COMPLAINT (description of defect(s)):

.....
.....
.....
.....

When was (were) the defect(s)

noticed? :

THE COMPLAINANT'S DEMANDS:

() replacement of goods with product(s) free of defects,

() removal of defect,

() discount on the price,

() withdrawal from contract,

() (Other?)

.....
.....
.....

Date of the form completion / signature

(if the form is sent in the paper form)

The processing of personal data

The administrator of the personal data provided in the form will be Progres W. Izbicki, N. Sztandera, Ż. Adamus General partnership, ul. Jana III Sobieskiego 16, 32-650 Kęty, NIP: 5492279386. The data will be processed for the purpose of handling the goods exchange process, which is our legitimate interest referred to in art. 6 sec. 1 lit. f GDPR. The goods exchange form will be included in the accounting records and will be stored together with it for the period required by law. In connection with the handling of the goods exchange process, data may be processed by external entities involved in handling this process, such as courier companies, postal operators, banks, hosting provider, accounting office. Permissions related to data processing: the right to request access to data, rectification, deletion or limitation processing, as well as the right to object to the processing of personal data and to submit a complaint to the President of the Personal Data Protection Office. In matters related to the protection of personal data, please contact us at ***odo@nessi-sport.com***. Providing data is voluntary, but necessary for handling the process of withdrawal from the contract.