**FORMAL COMPLAINT FORM TEMPLATE**

If you wish to file a complaint, you may use the template below by sending it to us via traditional mail or email.

If the form is not submitted along with the returned product, please remember that we can only process the complaint once we receive the product.

**Recipient:**

Monika Adamska

Ul. Zgrupowania AK Żmija 15/197, 01-875 Warsaw, Poland

**Mandatory Consumer Data::**

|  |  |
| --- | --- |
| Full name |  |
| Residential Address |  |
| Date of Contract (Purchase) |  |

**Optional Consumer Information for Facilitating Contact:**

|  |  |
| --- | --- |
| Email Address |  |
| Phone Number |  |

Refunds will be processed using the same payment methods as those used in the original transaction. If you prefer to receive the refund via bank transfer, please provide the following details:

|  |
| --- |
| **Bank Account Holder Information** (if the Consumer is not the account holder, the account owner’s written consent must be attached): |

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|  |
| --- |
| **Bank Account Number:** |

**I hereby submit a complaint regarding the following Product:**

|  |  |  |  |
| --- | --- | --- | --- |
| PURCHASE DATE | DATE THE DEFECT WAS NOTICED | COMPLAINT SUBMISSION DATE  Description of the Product's non-conformity with the contract | PRODUCT PRICE |
|  |  |  |  |

**CLAIM REQUEST:**

|  |  |
| --- | --- |
| * replacement with a defect-free item | * price reduction |
| * repair of the defect | * withdrawal from the contract |

**CLEAR SIGNATURE AND DATE OF STATEMENT SUBMISSION:**

The controller of the personal data provided in this form is Monika Adamska, conducting business under the company name Monika Adamska, located at Ul. Zgrupowania AK Żmija 15/197, 01-875 Warsaw, registered in the Central Register and Information on Economic Activity (CEIDG) maintained by the Minister of Economy, holding NIP: 7422009429 and REGON: 52229545. If the complaint results in a price reduction or contract withdrawal, the complaint form will be included in the accounting documentation and stored alongside it for the period required by law. Furthermore, the complaint form will be stored until the expiry of claims related to the sales contract that the complaint concerns. In connection with the handling of the complaint process, the data may be processed by external entities involved in this process, such as courier companies, postal operators, banks, hosting providers, and accounting firms.

Rights related to the processing of personal data include the right to request access to data, rectification, erasure, or restriction of processing, as well as the right to lodge a complaint with the President of the Personal Data Protection Office. For matters related to the protection of personal data, please contact us at the following email address: kontakt@monikaadamska.com. Providing personal data is voluntary but necessary for the processing of the complaint.