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**CUSTOMER COMPLAINT FORM**

Addresee of a complaint:

ETOS Spółka Akcyjna

ul. Bysewska 23, 80-298 Gdańsk

NIP: 5840303202,KRS: 0000178415

BDO: 000012849

Date of making a complaint: ………………….

Date of acceptance of the complaint: ………FILLED OUT BY SELLER ………....

Place of acceptance of the complaint: ………………………………………..

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| **Name and surname of a person submitting a complaint**: …………………………………………………….………………………………………………………………...........................................................................  **Contact data** of a person submitting a complaint with an indication by underlining the preferred communication method**1**:   1. E-mail address: …………………………………………………….. b) Phone number: ………………………………………………….. 2. Correspondence address: ……………………………………………………………………………………….……………………………………….....   **Account number:** …………………………………………………………………………………………………………………………………………………………………  **Date of purchase**: ……………………………………………………………………….……………………………………………………….. (day/month/year)  **Proof of purchase2:**…………………………………………………………………….…………….…………………………………………………………………….  **Product details of the subject of the complaint:** ………………………………………………………………………………………………………………………………………………………………………………………..  **Reasons for submitting a complaint:** ……………………………………………………………………………………………………………(e.g.: material defect, damage to the product, etc. with an indication of the place of damage, the location of the material defect and its type)  **Is this the first complaint of this product?**  first complaint second/another complaint   **Is this an appeal against a previous complaint?**  YES NO If YES, provide the application number:……………....  **The circumstances and date of the damage to the product:** ……………………………………………………………………………………………………………………………………………………………………………………………  ……………………………………………………………………………………………………………………………………………………………………………………………  ……………………………………………………………………………………………………………………………………………………………………………………………  **Date of noticing damage to the product:** ………………………………………………………………………………………………………………………………  **The method of cleaning or maintaining the product**:…………….……………………………………………………………………………………………  **The request made under the warranty for defects in the products (select only one request)3:**  defect removal exchanging the product with one free from defects a price reduction statement  declaration of withdrawal from the contract of sale  **Comments:** ………………………………………………………………………………………………………………………………………………………………………………….. |

1. Correspondence address should be an address for delivery of correspondence to You regarding the reported complaint process, in particular the correspondence address should match the address, for which the consumer requests the delivery of the products free from defects or repaired.
2. We suggest attaching the proof of purchase in order to improve the complaint process. The basis for accepting the complaint is any proof of purchase, in particular a receipt or an invoice.
3. If the product sold has a defect, the buyer may submit a declaration of price reduction or withdrawal from the contract of sale, unless the seller immediately and without much inconvenience for the buyer exchanges the product with one free from defects or removes the defect. If the buyer is also the consumer, they may instead of proposed by the seller removal of the defect request the exchange of the product with one free from defects or instead of exchanging request the defect removal, unless bringing the product into compliance with the contract in the manner chosen by the buyer is impossible or would require unnecessary additional costs when in comparison with the method proposed by the seller. Things taken into account when assessing the excess of costs include the value of the item free from defects, type and significance of the defect, as well as the inconvenience to which the buyer would be exposed if another type of request would be chosen. The buyer may not withdraw from the contract of sale if the defect is insignificant.
4. Consent clause: In accordance with article 6 section 1 letter A of the 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 processing personal data and on the free movement of such data and repealing Directive 95/46/WE (General Data Protection Regulation of 27 april 2016 (Dz. Urz. UE. L Nr 119, str. 1) I consent to transferring my personal data to ETOS S.A., with a registered seat in Gdańsk (80-298), ul. Bysewska 23, entered into the Registry of Entrepreneurs of the National Court Register at the District Court in Gdańsk, 7th Economic Division of the National Court Register, under the numbers: KRS 0000178415, NIP: 584 030 32 02, REGON 192975787, with a fully paid-up share capital of 55,055,102 PLN, only for the purpose of consideration of this complaint application, as well as for the storage and archiving of the complaint documentation and the storage of my personal data in the IT system through which the complaint recognition process takes place.

I consent / I do not consent

(delete as appropiate)

1. Informative clause:

In accordance with article 13 of the 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 processing personal data and on the free movement of such data and repealing Directive 95/46/WE (General Data Protection Regulation of 27 april 2016 (Dz. Urz. UE. L Nr 119, str. 1) I hereby inform You that: 1) the administrator of the personal data is ETOS S.A., with a registered seat in Gdańsk (80-298), ul. Bysewska 23. 2) Your personal data will be processed in order to consider Your complaint, in accordance with article 6 section 1 letter A and article 6 section letter B of the General Data Protection Regulation of 27 april 2016. 3) Recipients of Your personal data will only be entities authorized to obtain personal data on the basis of legal provisions 4) Your personal data will be stored for up to 5 years starting from the end of the complaint procedure 5) You have the right to demand access to Your personal data from the administrator, as well as the right to correct, delete or limit the processing of Your personal data, the right to transfer the personal data and the right to revoke Your consent at any moment. 6) You have the right to lodge a complaint with the supervisory authority. 7) Providing personal data is voluntary, however, refusal to provide the data may result in the refusal to proces the complaint.

Signature of the person submitting the complaint

Information about the handling of the complaint: ………………………………………………………………………………………………………………………………………………………………………………………….

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