

FORM OF COMPLAINTS

(Please fill in clearly, preferably in block letters)

.....
.....
.....
(Consumer data)

.....
(Place, date)

MOUTON Interactive
Krzysztof Baran
ul. Starowiejska 265
08 – 110 Siedlce
e-mail: sklep@DrIrenaEris.com

I hereby notify that the goods:

.....
(the name and batch number)

purchased on the day of is defective.

The defect was found on and consists

.....

.....

.....(description of the product defect)

Therefore, in accordance with the Act of 23 April 1964. Kodeks cywilny, I ask:

- exchange of goods for new* (art. 561 § 1)
- reduce the price of goods by the amount of (in words:) PLN. Please return the specified amount on account / by postal order to my address* (art. 560 § 1)
- withdraw from the agreement and ask for a refund the price of goods on account* (art. 560 § 1)

.....
Date and Consumer Signature

(*) Delete as

The Administrator of your personal data is Laboratorium Kosmetyczne Dr Irena Eris Sp. z o.o. ul. Armii Krajowej 12, 05-500 Piaseczno, adres e-mail serwis@DrIrenaEris.com. Administrator has appointed a data protection inspector who can be contacted by email at iod@dpd.com.pl in all matters with respect to processing of your personal data.

Providing your personal data is required by Administrator to handle and investigate complaints. Failure to provide personal data required by Administrator results in lack of possibility to handle and investigate the filed complaint.

The personal data provided by you will be processed:

- a) in order to handle complaints - pursuant to art. 6 par. 1 letter c of the general regulation on the protection of personal data (hereinafter: "GDPR"),
- b) in order to possibly establish or pursue claims or defend against claims - pursuant to art. 6 par. 1 letter f as the legitimate interest of the Administrator (Article 6 (1) letter f) of the GDPR).

Your personal data may be transferred to IT service providers.

Your data will be processed during the period of performing the contract constituting the basis of the complaint / complaint / claim investigation or defense against claims.

Your data will be processed until the consent is withdrawn, but not longer than for the period of performance of the contract constituting the basis of the complaint / complaint settlement / seeking any claims by the Administrator or defending the Administrator against such claims.

The processing period may be extended each time for a further period in which claims can be made, if the processing of personal data will be necessary to establish or assert claims by the Administrator or to protect the Administrator against such claims.

Withdrawal of consent does not affect the legal compliance of such processing before the withdrawal.

You have the right: to access the data, to request that the data is corrected, removed or that processing of the data is limited as well as to raise objections regarding data processing.

Should you believe that processing of your personal data is in breach of the provisions of GDPR you have the right to report it to the personal data protection supervisory body. You have the right to object to the processing of personal data based on the legitimate interest of the Administrator.

I consent to the processing of my personal data provided in the complaint form for the purpose of performing the contract constituting the basis of the complaint lodged / consideration of the complaint by the Administrator or the Administrator's defense against claims I declare that I have become acquainted with my rights to the processing of personal data.

.....
Date and Consumer Signature