

COMPLAINT FORM

If you want to make a complaint regarding the purchased goods, digital content, or service, you can use the form below by sending it to us by post or e-mail. If the form is not sent with the advertised goods, please remember that in order to consider the complaint, we may ask you to send us the advertised goods.

RECIPIENT (SELLER):

ThingRex.com Łukasz Malinowski
ul Kolbe 2/13
19-300 Elk

CUSTOMER DETAILS:

(Mandatory)

Date of conclusion of the contract / order number:

First name and last name:

Address:

(Voluntary, but they will make communication easier for us)

E-mail address:

Phone number:

SUBJECT OF THE COMPLAINT:

Goods / digital content / service:

Price Paid:

NOTIFICATION OF A COMPLAINT *(description of non-compliance of goods / digital content with the contract / description of improper performance of the service):*

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When non-compliances were found:

CUSTOMER REQUEST:

replacement of the goods with goods free from defects,

repair of goods,

bringing the digital content to compliance with the contract,

providing the digital content,

other (please describe)

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.....

.....
date

.....
signature (if the form is sent in paper form or scan)

Information on the processing of personal data

The administrator of personal data provided in the form is the addressee of the complaint. The data is processed in order to handle the complaint process, which is a legitimate interest pursued by the administrator referred to in art. 6 sec. 1 lit. f GDPR, and also constitutes the performance of a contract in accordance with Art. 6 sec. 1 lit. b GDPR and the fulfillment of a legal obligation pursuant to Art. 6 sec. 1 lit. c GDPR in connection with with the relevant legal provisions regarding the seller's liability for non-compliance of the goods or digital content with the contract. If, as a result of the complaint, the price is reduced or the contract is withdrawn, the complaint form will

be included in the accounting documentation and will be stored with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation period for claims related to the contract to which the complaint relates. In connection with the handling of the complaint process, data may be processed by external entities involved in handling this process, such as courier companies, postal operators, banks, hosting provider, CRM system provider, accounting office. Rights related to data processing: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and the right to submit a complaint to the President of the Office for Personal Data Protection. In matters related to the protection of personal data, please contact us individually. Providing data is voluntary, but necessary to handle the complaint process.