

## FORM OF COMPLAINT | LOGISTICS

Place: Date: 

### INFORMATION ABOUT THE CUSTOMER

Company's name/Name: Invoice no.  
/Delivery note: Date of delivery: Address of delivery: Contact: Phone/email: 

### DESCRIPTION OF THE PROBLEM

 Product damaged in transport Lack of delivery (Consignment) Lack of product in the delivery Erroneous Product in the delivery OtherDate: Signature\*: 

#### REQUIRED ATTACHMENTS:

1. PHOTOGRAPHIC DOCUMENTATION

2. DAMAGE REPORT DRAWN UPON ACCEPTANCE OF THE CONSIGNMENT:

DPD - <https://www.dpd.com/pl/pl/moje-dpd/zloz-reklamacje/>DSV - <https://www.dsv.com/pl-pl/wsparcie/dokumenty/strefa-klienta/road>RABEN - <https://polska.raben-group.com/strefa-klienta/raben-logistics-polska/reklamacje-raben-logistics-polska>SUUS - <https://portal.suus.com/reklamacja>

In consideration 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 the processing of personal data and the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), please be informed that the Data Controller of personal data contained in the complaint form is SOLFINITY Sp. z o.o. sp.k., ul. Staniewicka 5, bud. DC2, 03-310 Warsaw. Should you have any other questions or requests, please contact us: in writing at the address of the registered office or by email: [biuro@soltec.pl](mailto:biuro@soltec.pl). Your data shall be processed to consider the complaint submitted under Article 6 (1) (b) of the GDPR (performance of the contract) and Article 6 (1) (c) of the GDPR (legal obligation). As part of this process, when it is necessary for the consideration and handling of complaints, personal data may be transferred, among others, to entities implementing the guarantee, warranty, insurance of goods and other entities listed in the information clause. In connection with the personal data processing, you have the right to access personal data, rectify personal data (update), delete data, limit processing, transfer personal data, object to the personal data processing and lodge a complaint with the supervisory body. Detailed information is set out in the Privacy Policy.

\*White field to be filled in by the Customer

\*In the case of dispatch of goods, please add "RETURN" to the consignment note.

\*If you send the form in paper version.