

## FORM OF COMPLAINT | SERVICE

 Place: 

 Date: 

### INFORMATION ABOUT THE CUSTOMER

 Company's name /Name and surname: 

 Address: 

 Phone/email: 

 Contact: 

### DEFECTIVE PRODUCT

 Warranty: Yes:  No: 

 Name, model: 

 Serial number: 

 Date of purchase: 

 Invoice number: 

Specify the address for returning the equipment, if different from the customer's address:

### DESCRIPTION OF PROBLEM:

 The product is not operating

 Failure occurs periodically

 The product does not perform only some functions

### DETAILED DESCRIPTION OF THE DEFECTIVE PRODUCT

*Detailed description of the defective product:*


 -----  
*Signature of the accepting person/Date of acceptance*

 -----  
**SIGNATURE/***Customer's seal*

### PERFORMED ACTIONS *Defects diagnosed*

Complaint:


 Admitted

 Rejected

 Complaint processed date: 

 Employee's signature: 

I have acknowledged the decision of the service team and confirm the acceptance of the product:

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. 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.