

COMPLAINT REPORT

No/20.....

date:.....

Prepared on in connection with the complaint reported on

For the product named pcs.

(if the complaint concerns a pump, please include the serial number))

Complainant Details:

Name and Surname:

Address:

Address for Collection of the Complained Product:.....

Address for Return of the Complained Product:

Telephone No.: E-mail:

Date of Purchase:

Seller Details:

Company Name:.....

Address:.....

Telephone No.:..... E-mail:

Attachments:

- Photograph confirming the product by RZT TECHNIKA GRZEWCZA Sp.z o.o.
- Scan or photograph of the purchase invoice for the complained product
- Photograph showing the damage to the product → photograph of the nameplate (if the complaint concerns a pump)

Detailed Description of Defects:.....

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Customer's Request Regarding the Manner of Handling the Complaint:.....

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SIGNATURE

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CUSTOMER'S SIGNATURE

Information Clause (in accordance with Article 13 of GDPR)

1. **Data Controller:** The data controller is RZT Technika Grzewcza Sp.z o.o., Brzezie 215, 32-015 Brzezie; Email: biuro@rzt.com.pl; Tel.: 530-174-064;

2. **Purpose and Basis for Data Processing:** Your personal data will be processed for the purpose of examining and handling your complaint, which constitutes the realization of our legally justified interest in properly processing your claims (basis pursuant to Article 6(1)(f) of 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 on the free movement of such data, and repealing Directive 95/46/EC, hereinafter referred to as GDPR).

3. **Recipients of the Data:** Your data may be disclosed exclusively to: Processing entities to which we delegate data processing tasks, Entities authorized to obtain data under applicable law.

4. **Data Retention Period:** Your personal data will be stored for a period of 5 years.

5. **Your Rights:** You have the right to access your data, rectify it, delete it, restrict its processing, and object to the processing based on our legitimate interest. Should you consider that the processing of your personal data violates GDPR, you also have the right to file a complaint with the President of the Personal Data Protection Office.

6. **Voluntariness of Data Provision:** Providing your data is voluntary, however, it is necessary for the realization of the aforementioned purpose. Failure to provide the data will result in the inability to process the complaint.