

COMPLAINT FORM

.....
Date and place of complaint


CUSTOMER DATA	
Company name	
Tax ID number	
Phone number	
E-mail address	
COMPLAINT	
The complained product (name, LECHAR code, size)	
Number of complained products	
Invoice number of the product purchase at LECHAR	
Address of fault occurrence	
Fault description	
The expected manner of complaint handling	

.....
Legible signature and stamp of the claimant

The customer sends, the claimed product, at his own expense. COD shipments will not be accepted. The condition for accepting the item under complaint, is to send it with a completed and signed complaint form and proof of purchase of the product at LECHAR. Goods, whose complaint is not accepted, will be sent back, at the expense of the Customer.

LECHAR SP. Z O.O.

 6 MODULARNA STR.
02-238 WARSAW, POLAND

 +48 22 868 67 90

 INFO@LECHAR.COM.PL

DISTRITCT COURT FOR WARSAW CAPITAL CITY
13TH COMMERCIAL DIVISION

TIN PL5210120084
REGON 012113634

KRS 0000182044
BDO 000026742

WWW.LECHAR.COM.PL

Information clause:


In accordance with Article 13 (1) and (2) of the Regulation (EU) 2016/679 of the European Parliament and of the Council, on the protection of personal data, dated April 27, 2016. (RODO), we inform you that:

1. The administrator of your personal data is LECHAR Sp. z o.o., based in Warsaw, 6 Modularna Street, 02-238.
2. Your personal data will be processed in order to execute the process of complaint, based on Article 6, paragraph 1, points b and c.
3. The recipients of your personal data will be or may be: courier / post office / legal services / IT service providers / financial institutions / insurance companies.
4. Your personal data will be stored in accordance with the obligation under the Accounting Act or due to guarantees and statistics - for a period of 10 years from the last documented commercial activity.
5. You have the right of access to the content of your data and the right to rectify, delete, limit processing, the right to data portability, the right to object.
6. You have the right to lodge a complaint to a supervisory authority when you consider that the processing of personal data concerning you, violates the provisions of the General Data Protection Regulation of April 27, 2016.
7. Your submission of personal data is a condition for the processing of the complaint. You are obliged to provide them, and the consequence of failing to provide personal data will be the inability to process this claim.

Please direct all matters (including expressing your desire to use your rights), as well as comments and questions related to your personal data, to the e-mail address: dane@lechar.com.pl.

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