

## CONTRACT WITHDRAWAL TEMPLATE

To withdraw from a concluded contract, please complete the provided form and send it to us via post or email. It's important to note that if the form is not sent along with the returned goods, we reserve the right to withhold the return payment until we receive the goods back, or you provide us with proof of shipment.

### ADDRESSEE:

The Dots Cosmetics – Agata Głaba-Buzalska,  
49A/22 Niepołomicka Street,  
80-180 Gdańsk,  
Poland

I hereby inform withdrawal from the contract, the subject of which are:

- 1) ..... - price: .....
- 2) ..... - price: .....

### Mandatory data

Date of conclusion of the contract/order number:

.....

Customer's name:

.....

Customer address:

.....

### Voluntary data that will facilitate our communication

Email address: .....

Phone number: .....

The refund will be processed using the same payment method that was used in the original transaction. If you made the payment through a different method than bank transfer, and you wish to receive the refund to your bank account, please provide us with your bank account number below:

.....

.....  
Date

.....  
Signature

(if the form is submitted in hard copy or scanned format)

### **Instruction**

You have the right to withdraw from the contract concluded via our online store without giving any reason within a 14-day period.

The deadline for contract withdrawal expires 14 days after the date of receiving the goods (in the case of sales contracts) or after the date of concluding the contract (in the case of other contracts). To exercise your right to withdraw, you must inform us of your decision to withdraw from this contract by making a

clear statement, such as a letter sent by post or email. You may use the contract withdrawal template, but it is not obligatory.

If you decide to withdraw from a contract, we will promptly return all payments received from you, including the cost of delivering the goods (except for any additional costs resulting from your choice of a delivery method other than the least expensive type of standard delivery offered by us). The payment return will be made within 14 days from the day we were notified of your decision to withdraw. We will refund you using the same payment method that you used in the original transaction unless you have explicitly agreed to a different solution. You will not incur any fees in connection with this refund.

#### **Personal data processing information**

*The administrator of personal data provided in the form is The Dots Cosmetics – Agata Głaba-Buzalska. The data is processed for the purpose of managing the withdrawal process, which is our legitimate interest, in accordance with relevant privacy laws, regulations, and standards, such as the General Data Protection Regulation (GDPR) in connection with the relevant provisions of law regarding withdrawal from the contract. The withdrawal form will be included in the accounting documentation and will be kept together with it for the period required by law. In connection with the management of the contract withdrawal process, the data may be processed by external entities involved in handling this process, such as courier companies, postal operators, banks, hosting providers, CRM system providers, and accounting offices. You have the right to access, correct, delete, or restrict the processing of your personal data, as well as the right to transfer data. Additionally, you have a right to file a complaint with a supervisory authority. In matters related to the protection of personal data, please contact us individually. Providing data is voluntary, but necessary to handle the complaint process.*