

## COMPLAINT FORM

To register a complaint about the goods or digital content you have purchased, kindly fill in the form below and send it to us via post or email. If the complaint form is not sent back with the complained goods, please note that we might require you to send us the goods in question to ensure a proper investigation of your complaint.

**ADDRESSEE:**

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

**CUSTOMER DETAILS:**

(mandatory)

Date of conclusion of the contract/order number:

.....

Customer's name:

.....

Customer address:

.....

(Voluntary, but they will make communication easier for us)

Email address: .....

Phone number: .....

**SUBJECT OF THE COMPLAINT:**

Product:

.....

Price Paid:

.....

**NOTIFICATION OF A COMPLAINT**

(description of goods not meeting contractual requirements):

.....

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.....

.....

.....

.....

When were the non-compliances found: .....

**THE COMPLAINANT'S REQUEST:**

replacement of the defective goods with goods free from defects,

repair of goods,

bringing the digital content in line with the contractual terms,

providing the complainant with the missing digital content,

other (what?)

.....

.....  
Date

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

**Personal data processing information**

*The administrator of personal data provided in the form is The Dots Cosmetics – Agata Głaba-Buzalska. Data is processed in order to handle the complaint process, which is a legitimate interest pursued by the administrator in accordance with relevant privacy laws, regulations, and standards, such as the General Data Protection Regulation (GDPR). If, as a result of the complaint, the price is reduced or the contract is withdrawn, the form complaint will be included in the accounting documentation and will be stored with it for a period required by law. In addition, the complaint form will be kept until the expiry date of the limitation of claims related to the contract to which the complaint relates. In connection with the handling of the process complaint, the data may be processed by external entities involved in handling its processes, such as courier companies, postal operators, banks, hosting providers, CRM system providers, and office accounting. 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.*