

Company's information						Date of complaint	
GOMEZ S.A. COMPLAINTS św. Mikołaja 1 62-080 Swadzim Poland						REKLAMACJE@GOMEZ.PL	
Customer's information (* - obligatory data)							
Name and surname*							
Postal address*							
Email address (optional)							
Telephone number (optional)							
Complaint details						Date of purchase	
Contract details (including: order number, fiscal receipt number, invoice number, date of purchase)							
Product description (including: product index , name, brand name, colour, size, model)						Date of identifying the defect	
Product defect							
Request – What actions do you wish us to take in order to resolve your complaint?							
<input type="checkbox"/> fix the defect		<input type="checkbox"/> exchange for the new product					
<input type="checkbox"/> lower the cost of the product (by _____)		<input type="checkbox"/> withdrawal (full money refund)					
Additional information (optional)							
Account number (if applicable – to make a transfer in case of price reduction or withdrawal; from the purchase contract):							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer's signature							

If you filled a complaint, Gomez shall process your personal data for the purposes of handling your complaint.

The Controller of your personal data is:

GOMEZ Spółka Akcyjna (GOMEZ Joint stock company)

2 Tomaszka Drobniaka St. in Poznan (postcode: 60-693), Poland

KRS (the Register of Entrepreneurs of the National Court Register number) 0000934369 | VAT PL9712148769 | REGON number 302694351 registration files are stored by Polish District Court in Poznań – Nowe Miasto i Wilda in Poznań, VIIIth Commercial Department of National Court Register (Sąd Rejonowy Poznań - Nowe Miasto i Wilda w Poznaniu, Wydział VIII

Gospodarczy - Krajowego Rejestru Sadowego) Share capital 100,000PLN, fully paid up

What personal data do we process for the purposes of handling your complaint?

- name and surname (obligatory)
- postal address (obligatory)

providing personal data specified as **obligatory** shall be voluntary, however failure to do so makes the acceptance of and handling the complaint impossible. Not providing the **optional** personal data, makes using the additional options which require the data, impossible (e.g. not providing optional data such as a bank account number, makes the money transfer to the Customer's account, if the Customer is entitled to receive it on claims, impossible; not providing telephone number/e-mail address makes this means of contact with the Customer for the purpose of handling the complaint, impossible).

You have right to access your data, amend your data, remove your data, limit the processing of your data, object to the processing of your data on the basis of justified interest of Gomez, object to the processing of your data for the purposes of direct marketing (including profiling), withdraw your consent for data processing, transfer your data, submit a claim to a supervisory authority. Detailed information concerning complaints and the processing of personal data by Gomez and your rights are specified in the [Terms and Conditions](#) and [Policy Privacy](#) on our website gomez.pl.