

## COMPLAINT FORM

If you want to make a complaint regarding the purchased product, you can use the form below by sending it to us by traditional mail or e-mail. If the form is not sent with the defective product, please remember that in order to consider the complaint, we may ask you to send us your product.

Addressee:  
Joanna Cuciti HeartFelt  
ul. Góralaska 43e/8  
80-292 Gdańsk  
POLAND

### CUSTOMER DATA:

(Required)

Date of concluding the contract / order number:.....

First name and last name:.....

Address:.....

(Optional data, which, however, will facilitate our communication)

E-mail address:.....

Phone number: .....

### SUBJECT OF THE COMPLAINT:

Product:.....

Price paid:.....

### COMPLAINT (description of defects):

.....  
.....  
.....  
.....

### CUSTOMER'S REQUEST:

exchange of things for one free from defects,

defect removal,

price reduction,

withdrawal from the contract,

other (what?)

.....  
date of completion

.....  
signature  
(if the form is sent in paper form)

Information on the processing of personal data.

The administrator of the personal data provided in the form will be Joanna Cuciti, operating under the name Joanna Cuciti HeartFelt, ul. Góralaska 43e / 8, Gdańsk, 80-292, Poland VAT ID: PL5842598124. The data will be processed in order to handle the complaint process, which is our legitimate interest referred to in art. 6 sec. 1 lit. f GDPR. If, as a result of the complaint, there is a price reduction or withdrawal from the contract, the complaint form will be included in the accounting documentation and will be stored with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation period for claims related to the contract to which the complaint relates. In connection with the handling of the complaint process, the data may be processed by external entities involved in the handling of this process, such as

courier companies, postal operators, banks, hosting providers, and accounting offices. Rights related to data processing: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and the right to submit a complaint to the President of the Office for Personal Data Protection in Poland. In matters related to the protection of personal data, please contact us at [joanna@heartfelt.pl](mailto:joanna@heartfelt.pl). Providing data is voluntary, but necessary to handle the complaint process.