

COMPLAINT FORM

BAKATA

The addressee of the complaint is BAKATA DESIGN Aleksandra Lampka-Skowrońska Sp. j. with headquarters in Wrocław at al. gen. Józefa Hallera 78/5, (53-324 Wrocław), entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Wrocław-Fabryczna in Wrocław, VI Commercial Division of the National Court Register, under KRS number 0000295627, REGON: 020676851, NIP: 8942928953.

Filling instruction

1. The form should be completed legibly in capital letters.
2. When filling in the section of the form divided into sub-items, one should indicate in turn the items to which the answer is provided.
3. Each box on the form should be completed, except for the boxes marked "optional", which are optional, and the boxes that are crossed out.
4. If the information does not fit in a given box, it should be placed on the consecutive, numbered A4 pages with an indication of the box to be completed. The attached pages must be signed.

Data of the person submitting the complaint a) Name and surname b) Address (street, house and flat number, zip code and city) c) E-mail address d) Tel. com.	
Information about the advertised product a) Product name b) Product model c) Product serial number	
Information about the purchase of the advertised product a) Order number b) Date of purchase c) Form of purchase (stationary / online) d) Date of delivery / receipt of goods *	

<p>Information about the reason for the complaint (defect) a) Date when the product was found to be defective b) A detailed description of the defect</p>	
<p>I rate the reported defect as significant / insignificant *</p>	
<p>Complaint request removal of the defect / replacement of the defective product / reduction of the product price (including the amount by which the price is to be reduced) / withdrawal from the contract and refund *</p>	
<p>Bank account number to which the refund is to be made (fill in in the event of a request for a price reduction or withdrawal from the contract)</p>	
<p>Additional notes (optional)</p>	
<p>Date and signature</p>	

Attachments:

1. a copy of the proof of purchase (receipt, invoice) / copy of the proof of payment for the order *,
2. a photo of the sticker / plate / other individual identification of the product placed on the product by its manufacturer *,
3. a photo or video showing the defect.

* delete as appropriate

A NOTICE

1. A complaint may be submitted by e-mail sent to the address sklep@bakata.pl or in writing to the Seller's address provided in the regulations of the Bakata online store.
2. The Seller will recognize the complaint within 14 days of its submission or delivery in writing to the Seller's address and will inform about the result of the complaint procedure to the e-mail address provided in the form or by phone via SMS to the number indicated in the form.
3. The Seller reserves the right not to accept the complaint if the information and materials provided by the Customer are insufficient to assess the legitimacy of the complaint claims. In this case, the Seller shall immediately notify the Customer about the activities necessary for the proper consideration of the complaint.

PERSONAL DATA

1. Using the complaint form involves the processing of personal data.
2. The administrator of personal data is the Seller.
3. The Seller uses appropriate technical and organizational measures to protect the privacy of customers.
4. The conditions for the processing of personal data related to the Online Store are described in the Privacy Policy, available at www.sklep.bakata.pl/regulamin-sklepu