



.....
city, date

Complaint notification form

The Customer fills in the white fields

Notification No	
Complaint's receipt date	
Name and surname	
Customer's address	
Customer's e-mail address	
Place and date of purchase	
Evidence of purchase (invoice/cash register receipt No)	
Serial number of the device	
Object of complaint (mark with a cross):	
<input type="checkbox"/> Braster device	
<input type="checkbox"/> Braster Care Application	
<input type="checkbox"/> set of matrices	
<input type="checkbox"/> accessories (write what)	
<input type="checkbox"/> service (write which)	
<input type="checkbox"/> other (write what)	
Detailed description of the fault:	
.....	
.....	
.....	



When and in what circumstances was the fault observed:
Other comments:

Please send the completed notification form together with the product complained about to Braster S.A. address:
 Braster S.A.
 Al. Ks. J. Poniatowskiego 1
 03-901 Warsaw, Poland

In the case of unjustified complaint the customer shall cover the costs of arrival of the maintenance technician.

The data controller with regard to the name, surname, telephone number, email address and client's address is BRASTER S.A. with its registered office in Szeligi (05-850), ul. Cichy Ogród 7, Poland, entered into the register of entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw, 14th Commercial Division of the National Court Register, under KRS number 0000405201, NIP (Tax Identification Number) 5213496648, Regon (National Business Registry Number) share capital in the amount of PLN 916,857.40 ("Braster"). The data protection officer can be reached under the e-mail address: daneosobowe@braster.eu. Braster will process your data on the basis of article 6 section 1 letter b) GDPR for the purpose of handling of the complaint procedure. We guarantee you the right to access your personal data. You are entitled to demand rectification or erasure of personal data or restrict their processing. You can object to the data processing as well as demand data transmission to another personal data controller. You have the right to lodge a complaint with a supervisory authority. The personal data will be processed for the period necessary to complete the complaint process.

Providing Braster with personal data is voluntary; however, the provision of data is necessary to allow Braster to provide services, send information about Braster products and services or make any other kind of contact in the case such consent is given. The recipients of your personal data may be the competent public authorities acting on the basis of the applicable law. Furthermore, the your personal data may be provided to entities processing personal data on behalf of the data controller such as IT services providers, providers of phone network connections – however, such entities may only process the data on behalf of an agreement with the data controller and in compliance with the controller's instructions.

You will find more information in the Privacy and Cookies available on the website: https://www.braster.eu/media/wysiwyg/regulaminy2018/privacy_policy_braster.pdf

.....
 Customer's signature

Notification No	
Complaint recognized/rejected*	Information to the person filing the complaint was sent on.....
Justification: date and signature

*) delete as appropriate