



# COMPLAINTS OF USED GOODS

**Name and Surname:** \_\_\_\_\_

**Street, no. :** \_\_\_\_\_

**City, Post code:** \_\_\_\_\_

**Contact phone (mobile):** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

The customer will be informed of the settlement of the complaint on the filled in contact information.

**Date of goods order:** \_\_\_\_\_ **Date of goods receipt:** \_\_\_\_\_

**Number of internet order:** \_\_\_\_\_

See the order confirmation

**Goods name / size:** \_\_\_\_\_

See the order confirmation

**Exaxt description of the fault:**

The customer does not claim any other defect.

**Notice of the buyer what right he chose when reporting the defect, according to §2106:**

E.g.: a.) New identical goods without defect

b.) \_\_\_\_\_% discount + retention of claimed goods

c.) Customer suggestion: \_\_\_\_\_

The buyer shall inform the Seller of all rights of his choice when reporting the defect. The buyer cannot change the choice without the seller's consent. If the seller fails to remedy the defects within the statutory period, the buyer may require a reasonable discount on the purchase price instead of removing the defect or may withdraw from the contract.

Customer acknowledges that BORN TO FLY s.r.o. ("Company"), as the controller of personal data, is authorized in accordance with the General Data Protection Regulation No. 2016/679 (GDPR) to process his personal data obtained through the complaint form, based on the of the Company's statutory obligations under legal regulations governing consumer protection rights and obligations, including, but not limited to, name, surname, e-mail, telephone, address, or other personal information it obtains or receives in connection with a claim for goods it is at any time later provided by the customer for the period necessary to fulfill these purposes. The Customer further acknowledges that he has the right (I) to access the Personal Data to the Company, (II) to correct inaccurate or false personal data, and the Rights (III) to request clarification if my personal data processing is compromised personal and private life or that personal data is processed in violation of law; to the Office for Personal Data Protection, (IV) request remedy of a situation that is contrary to law, in particular by stopping the handling, correction, completion or removal of personal data; (V) contact the Office for Personal Data Protection; (VI) for the deletion of personal data if personal data are no longer needed for the purposes for which they were collected or otherwise processed, or if it has been found to have been processed unlawfully, (VII) processing of personal data. Furthermore, (VIII) the right to data portability and (IX) the right to object after which the Company terminates the processing of the customer's personal data, unless it is established that there are serious legitimate reasons for processing that outweigh the interests or rights and freedoms of the data subject; in particular, if the reason is a possible enforcement of legal claims.

### Instruction and other informations

In the case of returning goods for which the customer received a free gift, the buyer with the ordered goods must also return this gift. If the buyer does not return it, the value of the gift will be deducted from the price of the returned goods.

Goods must be sent to the company headquarters, do not send the goods with postponement to the post office or depot. The notification must be accompanied by a document proving that the customer purchased the item from the seller.



For a faster and more convenient handling of your complaint, please send a scan of this completed and signed complaint form to info@borntofly.eu. Include your name, surname and the word "COMPLAINTS" in the subject. Attach photos of the defect in sufficient resolution and views to the sheet to identify and assess the defect most easily. You'll speed up the whole process and you will save the cost of handling and shipping us and you. Upon receipt, the defect will be evaluated and you will be informed immediately of further steps by e-mail or telephone.

**Date:** \_\_\_\_\_

\_\_\_\_\_ **Handwritten signature**