

Date: .....

## COMPLAINT FORM TEMPLATE

(this form should be completed and returned only if you wish to submit a complaint)

.....  
(client's name and surname)

.....

.....  
(address for correspondence)

.....

(contact phone number)

.....

(e-mail address)

**PROTEKTOR S.A. with its registered office in Lublin**

ul. Vetterów 24a-24b, 20-277 Lublin

tel.: +48 81 532 22 31

e-mail: [sklep@protektorsa.pl](mailto:sklep@protektorsa.pl)

I hereby declare that I make a complaint about the sales contract, concluded on  
....., concerning the purchase of the following item:

.....

....., number of pairs: ....., for the price:

.....

The above indicated item is defective because:

.....

.....

.....

.....

The aforementioned defect was noticed on:

.....

Desired solution:

elimination of the defect (repair)

replacement with a new model

refund (I withdraw from the contract)

price reduction (please indicate by what amount).....

If PROTEKTOR S.A. refunds the payment for the product under complaint, the refund shall be made using the same method of payment used by the consumer.

Have you purchased goods using the “cash on delivery” payment option? If you would like the payment refund to be made to your bank account, please tick your consent below and provide your bank account number (this may speed up the refund).

I agree to the refund being made to the following bank account number:

.....  
(bank account number)

.....  
(name of surname of the account holder)

Please attach the proof of purchase (receipt/invoice) to the complaint form.

When you make a complaint or return a product, you provide us with personal data contained in the body of your statement. This may include, in particular, name and surname, company, address, telephone number, e-mail address, order number and possibly bank account number. The provision of this data is voluntary but necessary in order to make a complaint or return a product. The data provided to us in connection with making a complaint or returning a product is used for the purpose of processing the complaint procedure or registering the return. The data will be processed for the time necessary for the complaint procedure or return. In the case of data contained in complaints and product returns, you do not have the opportunity to object to the processing of your data and to request the deletion of your data until the expiry of the limitation period for contractual claims. Detailed information on the processing of your personal data can be found in the Privacy Policy posted on eprotektor.com - [Privacy Policy](#).

.....  
(client’s signature)