



### CUSTOMER COMPLAINT FORM TREFL S.A.

|  |  |                                    |
|--|--|------------------------------------|
| Trefl S.A.<br>Complaints department<br>Kontenerowa 25 Street<br>81-155 Gdynia<br>Poland  | Phone 58 666 72 88<br>reklamacje@trefl.com   | Application no. :                  |
| <b>Customer information (filled by the Customer)</b>   |  |                                    |
| Customer name:   |  |                                    |
| Customer address:  |  |                                    |
| Post code, city, country:  |  |                                    |
| Phone:   |  | E-mail:                            |
| Purchase date:   |  | Date of defect discovery:          |
| Date of filing complaint:  |  |                                    |
| <b>Product information (filled by the Customer)</b>  |  |                                    |
| The complaint about (select X in the appropriate box):   |  |                                    |
| <input type="checkbox"/> Puzzle  | <input type="checkbox"/> Game  | <input type="checkbox"/> Other toy |
| Product name:  |  |                                    |
| Product ID (five digits, located near the barcode):  |  | Quantity of complained products:   |
| <b>Cause of the complaint (filled by the Customer)</b>   |  |                                    |
| <b>PUZZLE</b>  |  |                                    |
| 1. <input type="checkbox"/> Puzzle piece is missing (quantity of missing pieces:     )   |  |                                    |
| 2. <input type="checkbox"/> Wrong cut of puzzle (write a detailed description of the defect in the "Additional remarks")   |  |                                    |
| 3. <input type="checkbox"/> Wrong puzzle   |  |                                    |
| 4. <input type="checkbox"/> Other (write a detailed description of the defect in the "Additional remarks")   |  |                                    |
| <b>GAME</b>  |  |                                    |
| 1. <input type="checkbox"/> Game component is missing (Name of the component:                                     )  |  |                                    |
| 2. <input type="checkbox"/> Damaged game component   |  |                                    |
| 3. <input type="checkbox"/> Wrong component of the game  |  |                                    |
| 4. <input type="checkbox"/> Other (write a detailed description of the defect in the "Additional remarks")   |  |                                    |
| <b>OTHER TOY</b>   |  |                                    |
| (Description of fault):  |  |                                    |
| <b>Other Notes (completed by Customer)</b>   |  |                                    |
| Additional remarks:  |  |                                    |
| Attachments: <input type="checkbox"/> Barcode cut from the box <input type="checkbox"/> 3 puzzle pcs <input type="checkbox"/> Photo <input type="checkbox"/> Copy of receipt / invoice <input type="checkbox"/> Other                                    |  |                                    |
| Exchanges are not subject to damage resulting from misuse, storage and mechanical damage.<br>The Seller declares that he does not use the amicable dispute resolution methods referred to in the Outpatient Dispute Resolution Act of 23 September 2016. |  |                                    |
| Client Signature:  |  |                                    |
| <b>Decision (optional completed by Trefl S.A.)</b>   |  |                                    |
| Date of complaint acceptance:  | <input type="checkbox"/> Exchange <input type="checkbox"/> Repair<br><input type="checkbox"/> Compensation * | Name of employee Trefl S.A. :      |
| * another product chosen by the customer from the same product group in the absence of the advertised product in stock   |  |                                    |



Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter *GDPR*), we inform that **the administrator of personal data** of persons filing a complaint is **Trefl SA** with its registered office in: **81-155 Gdynia, Kontenerowa 25 Street**.

**Personal data shall be processed for the following purposes:**

- 1) handling complaints and fulfilling obligations resulting from the producer's warranty and guarantee,
- 2) establishing, pursuing and defending potential claims,

**Personal data is processed – accordingly to purposes – based on:**

- 1) Art. 6(1)(b) of GDPR (that is realisation of the agreement, of which the person the data concerns is a party)
- 2) Art. 6(1)(f) of GDPR (that is legally justified interest of the data administrator)

**Providing the data is voluntary**, however, a refusal to provide it will make it impossible to realise assumed purposes.

**Personal data is processed – accordingly to purposes – during the following periods:**

- 1) until the complaint handling is over,
- 2) until claims' period of prescription indicated in *the Act of 23rd April 1964 the Civil Code* is over.

**In cases defined in *GDPR*, the candidate may use the right to:** access the data, correct the data, delete the data, limit processing or transfer of the data and appeal against processing of the data pursuant to Art. 6(1)(f) of *GDPR*.

**Notices to exercise the above-mentioned rights should be sent to the Inspector of Data Protection for Grupa TREFL**

- by e-mail:  
[dane-osobowe@trefl.com](mailto:dane-osobowe@trefl.com)
- by post:  
Grupa TREFL  
Inspektor Ochrony Danych  
Ul. Kontenerowa 25  
81-155 Gdynia

Only authorized employees and subcontractors (so-called processing entities), that is other entities, to which the administrator entrusted the task of processing the data within the services provided by them, and which process personal data only at the direction, for and on behalf of the administrator, have **access to the data**.

**The data can be transferred** to the third countries if the administrator or subcontractors use tools provided by the entities having their registered office or ICT infrastructure in these countries. In such cases, the administrator or the entity processing the data and the entity providing its services in the third country shall conclude the agreement which includes standard clauses concerning data protection adopted by the European Council, which are referred to in Art. 46(2)(c) of *GDPR*.

**The access to the data IS NOT given to** any third parties or it **IS NOT** transferred to any international organisations.

The administrator **DOES NOT** make decisions automatically (e.g. with the use of AI algorithms.)

The person whom the data concerns has a **right to file a complaint** to the President of the Personal Data Protection Office, if they recognise that the data is processed in violation of law.