

CUSTOMER INFORMATION

FULL NAME

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POSTAL ADDRESS

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EMAIL ADDRESS

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PHONE NUMBER

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PRODUCT INFORMATION

DATE OF PURCHASE

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BRAND/MANUFACTURER

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PRODUCT CODE

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PRODUCT NAME

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TYPE OF CLAIM

CONTRACTUAL WARRANTY PAYABLE REPAIR STATUTORY WARRANTY

The time period for handling the complaint is specified in the warranty card

ATTACHMENTS

INVOICE/RECEIPT WARRANTY CARD OTHER

If Other, please specify:

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COMPLAINT INFORMATION

TYPE OF DEFECT:

- STRAP/BRACELET
- CASE
- MOVEMENT
- CRYSTAL
- HANDS
- DIAL
- CASE BACK
- SOFTWARE (SMARTWATCH)
- OTHER

DEFECT DESCRIPTION:

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DEFECT IDENTIFICATION DATE:

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CUSTOMER'S DEMAND:

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The administrator of your personal data is 57 Concepts Sp. z o.o. Sp. k. (at ul. Witosa 31/115, 00-710 Warsaw; e-mail: contact@watchard.com, phone: +48 22 642 89 42). We need your personal data to process your complaint - their processing for this purpose is necessary for the performance or service of the sales contract of the claimed goods. Your data will also be processed for purposes related to the potential disputes between you and the administrator (the legal basis of their processing is in this case the legitimate interest of the administrator) and keeping accounts as well as settling the accounts for considered complaints (processing is necessary for compliance with a legal obligation to which the administrator is subject).

We will process your data for the duration of your complaint, unless the law (e.g. accounting) obliges us to process this data for a longer period, or we will keep it longer in case you have any claims against us, for the period of their limitation prescribed by law, in particular the Civil Code.

You have the right at any time to: lodge a complaint to the President of the Personal Data Protection Office, transfer your personal data, e.g. to another administrator, access your personal data, including requests for their copy, object to the processing of their data if the processing is based on the legitimate interest of the administrator, request for rectification, restriction of processing or deletion of your data. Your data may be forwarded to entities that help us run our website and applications, including communication with our Customers (e.g. they support us in sending e-mails), provide support and operation of our ICT tools and systems (e.g. data storage) as well as companies that carry out shipments, entities that service electronic payments, provide ongoing legal services, carry out audits etc., including companies from our capital group in the framework of the above activities. We can provide your data exceptionally to our business associates that process it outside the European Economic Area (EEA), but only to the extent necessary, related to the provision of services by our business associates, especially information technology (e.g. data storage in the cloud). The security of your data is ensured by the security measures we use, including standard contractual clauses approved by the European Commission. We also try our business associates to be included in the so-called Privacy Shield. You can request to see a copy of the specific safeguards applied to the export of your data to countries outside of EEA, in particular by contacting our Data Protection Officer.

You can find more information about the processing of your data on our website www.watchard.com under „Privacy Policy“.

PLACE & DATE

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LEGIBLE CUSTOMER SIGNATURE

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