

Complaint Report

Clear form

Submit form

Reporting company

Company's name*:			
Street and number*:			
Zip code*:		City*:	
Country*:			

Contact person

First name*:			
Last name*:			
Phone number*:	(starting with country code: +xx xxx xxx xxx xxx)		
E-mail address*:			

Product

Product name*:			
Product code*:			
Serial number/IMEI*:			
Problem description*:			

Additional information

Purchase invoice No*:			
Purchase date*:	(in YYYY-MM-DD format)		
Customer complaint ID:			
Damage report signed with shipping company*: <input type="radio"/> YES <input type="radio"/> NO			
I'll provide pictures of damaged goods*: <input type="radio"/> YES <input type="radio"/> NO			
I agree not to have damaged goods recovered by XTG GE, I'll recycle it on my own: <input type="radio"/> yes <input type="radio"/> no, damaged goods available for pickup at:			
Customer expectations: <input type="radio"/> repair <input type="radio"/> replacement <input type="radio"/> partial refund <input type="radio"/> refund			
Additional notes (return address)*:			

Before submitting this form please read data processing information on the next page.

RMA form usage:

1. Read information clauses attached as page 3 and 4 of this document.
2. Fill out this form in Adobe Acrobat,
3. Click „Submit form” – if form is filled out correctly you’ll receive RMA number and confirmation to the email address from the form,
4. Save document for your reference,

In case of returning damaged goods:

5. Print out the form with RMA number and attach it to the return shipment.
6. Send the RMA package to our warehouse:

XTG Green Energy RMA
ul. Rakietowa 37 magazyn 2
54-615 Wrocław

INFORMATION CLAUSE

for representatives and employees of contractors or potential contractors of **XTG GREEN ENERGY S.A.**

Based on Article. 14 sec. 1 and 2 of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27/04/2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46 / EC (hereinafter referred to as "GDPR "), We hereby inform you about the method and purpose for which we process your personal data (hereinafter: " data "), as well as your rights related to data protection, indicating (in the form of the table below) that:

Information on the processing of personal data of representatives and employees of contractors or potential contractors of XTG GREEN ENERGY S.A.	
Data Administrator:	The administrator of your personal data is a company under the name XTG GREEN ENERGY S.A. with headquarters in Wrocław (54-615 Wrocław), at ul. Rakietowa 37, entered into the Register of Entrepreneurs of the National Court Register by the District Court for Wrocław-Fabryczna in Wrocław, 6th Commercial Division of the National Court Register under number 0000858574, with share capital of PLN 100,000.00 - fully paid up.
Contact details:	In all matters regarding the protection of personal data, you can contact us: a) by letter to the selected address: a. ul. Niebieska 3, 55-040 Bielany Wrocławskie, Poland b. ul. Rakietowa 37, 54-615 Wrocław, Poland b) by phone: +48 500-544-700 (charged according to your operator's tariff), c) electronically: odo@xtg.pl
Purposes of processing and the legal basis for processing:	Your personal data will be processed for purposes related to: a) establishing economic cooperation (e.g. submitting an offer or inquiry) and performance of the contract concluded between us and your employer or the person (company) with whom you cooperate; b) fulfillment of legal obligations incumbent on us to the extent provided for by law, in particular the provisions of the broadly understood tax law, labor law, construction and transport law. The basis for the processing of your personal data is our legitimate interest, which is the ability to perform the contract. We also consider legitimate interests to be able to assert and defend claims.
Categories and source of personal data:	We process the following categories of your personal data: identification data (i.e. name, surname, job position), contact details in the scope provided by your employer or person (company) with whom you cooperate (telephone number, e-mail address).
Data recipients:	Your personal data may be made available to other data recipients, including entities processing personal data on our behalf (e.g. providing IT support services, accounting, archiving). Such entities process data on the basis of a contract with us and only in accordance with our instructions.
Data storage period:	Your personal data will be stored until the fulfillment of our legitimate interests constituting the basis for this processing. This also applies to the limitation of any claims arising from the contract concluded between us and your employer or the person (company) with whom you cooperate.
Entitlements:	You have the right to access your data and the right to request rectification, deletion or limitation of their processing. Upon your request, we will provide you with a copy of the personal data being processed. To the extent that the basis for the processing of your personal data is the premise of a legitimate interest, you have the right to object to this processing. In order to exercise the above rights, please contact us using the contact details provided. You also have the right to lodge a complaint with the supervisory body dealing with the protection of personal data, i.e. the President of the Office for Personal Data Protection.
Source of personal data:	Your personal data has been provided (made available) to us by your employer or a person (company) with whom you cooperate in connection with establishing cooperation with us, performance of a contract between your employer or a person (company) with whom you cooperate or in the process of collecting offers.

INFORMATION CLAUSE
for data subjects / obtained from these people

Based on Article. 13 sec. 1 and 2 of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27/04/2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46 / EC (hereinafter referred to as "GDPR "), We hereby inform you about the method and purpose for which we process your personal data (hereinafter: " data "), as well as your rights related to data protection, indicating (in the form of the table below) that:

Information on the processing of personal data of the data subject and obtained from that person	
Data Administrator:	The administrator of your personal data is a company under the name XTG GREEN ENERGY S.A. with headquarters in Wrocław (54-615 Wrocław), at ul. Rakietowa 37, entered into the Register of Entrepreneurs of the National Court Register by the District Court for Wrocław-Fabryczna in Wrocław, 6th Commercial Division of the National Court Register under number 0000858574, with share capital of PLN 100,000.00 - fully paid up.
Contact details:	In all matters regarding the protection of personal data, you can contact us: a) by letter to the selected address: (i) ul. Niebieska 3, 55-040 Bielany Wrocławskie, Poland (ii) ul. Rakietowa 37, 54-615 Wrocław, Poland b) by phone: +48 500-544-700 (charged according to your operator's tariff), c) electronically: odo@xtg.pl
Purposes of processing and the legal basis for processing:	Your personal data will be processed for purposes related to: a) establishing economic cooperation (e.g. submitting an offer or inquiry) and performance of the contract concluded between us and you; b) fulfillment of legal obligations incumbent on us to the extent provided for by law, in particular the provisions of the broadly understood tax law, labor law, construction and transport law. The basis for the processing of your personal data is our legitimate interest, which is the ability to perform the contract. We also consider legitimate interests to be able to assert and defend claims.
Categories and source of personal data:	We process the following categories of your personal data: identification data (i.e. name, surname, address, tax identification number or PESEL number, if you have provided us with your official position), contact details in the scope provided by your data (i.e. number telephone number, e-mail address).
Data recipients:	Your personal data may be made available to other data recipients, including entities processing personal data on our behalf (e.g. providing IT support services, accounting, archiving). Such entities process data on the basis of a contract with us and only in accordance with our instructions.
Data storage period:	Your personal data will be stored until the fulfillment of our legitimate interests constituting the basis for this processing. This also applies to the limitation of any claims arising from the contract concluded between us and you.
Entitlements:	You have the right to access your data and the right to request rectification, deletion or limitation of their processing. Upon your request, we will provide you with a copy of the personal data being processed. To the extent that the basis for the processing of your personal data is the premise of a legitimate interest, you have the right to object to this processing. Providing the above data is voluntary, however, it determines the possibility of establishing cooperation, including the conclusion of a legally effective and binding contract. In order to exercise the above rights, please contact us using the contact details provided. You also have the right to lodge a complaint with the supervisory body dealing with the protection of personal data, i.e. the President of the Office for Personal Data Protection.
Source of personal data	Your personal data has been provided (made available) to us by you in connection with the desire to establish cooperation with us, the performance of a contract between us and you, or in the process of collecting offers.