Done at ………………….. on …………………………….

...............................................................

*name and surname/ customer company*

...............................................................

*place of residence/ address for service*

...............................................................

*phone number*

...............................................................

*e-mail address*

**CUSTOMER CLAIM FORM**

**MOTION SYSTEMS**

1. **Article name:** …………………………………………………………………………………………………………… ………………………………………………………………………………………………………………………………………..
2. **Order number:** ……………………………………………………………………………………….……………………
3. **Date and invoice number:** ……………………………………………………………………………………..…
4. **Date of purchase:** ……………………………………………………………………………………………………...
5. **Date the defect was discovered:** ………………………………………………………………………………
6. **Description of the defect:** ………………………………………………………………………………………… ……………………………………………………………………………………………………………………………………..………………………………………………………………………………………………………………………………………..…………………………………………………………………………………………………………………………………………..
7. **Customer request** *(strike out which is not applicable)****:***
8. repair,
9. replacement with goods free of defects.

This Claim Form is attached as Attachment 1 to Motion Systems' General Terms and Conditions of Order available on Motion Systems' website: www.motionsystems.eu/legal

In order to initiate the claim procedure in accordance with Section 6 of Motion Systems' GTC: "6. PRODUCT DEFECTS. WARRANTY. COMPLAINT PROCEDURE." send the form to the following e-mail address: [support@motionsystems.eu](mailto:support@motionsystems.eu).

The Seller in response to the submitted form, in accordance with the provisions of sections 6.5 and 6.8 of the GTC, will provide information on further issues of the complaint process.

**Customer hereby agrees to be contacted by Motion System through** (*strike out which is not applicable*)**:**

1. telephone,
2. e-mail.

The personal data given above are protected under the 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 (General Data Protection Regulation) (GDPR).

The administrator of the personal data is Michał Stanek, Motion Systems Michał Stanek, 7 Miedziana Street, 55-003 Nadolice Wielkie (Poland), NIP 8862563627 ("the Administrator").

Personal data is processed in order to carry out the process of complaint of purchased products, as well as for the purposes resulting from the legally justified interests pursued by the Administrator pursuant to Article 6(1)(b), (c) and (f) GDPR. Personal data will be stored for the period of performing the Administrator's duties in connection with the product complaint process, and, to the extent necessary to assert claims resulting from the return of goods - for the period of limitation of these claims, not longer than 3 years. The data subject has the right to demand from the Administrator access to the personal data, their rectification, erasure or restriction of processing in accordance with the provisions of law, as well as to lodge a complaint to the President of the Office for Personal Data Protection.

Providing data is voluntary, but necessary for the purposes indicated in this statement. Contact details for the data protection officer at the Administrator are as follows - e-mail address: rodo@motionsystems.eu The full Motion Systems privacy policy is available at: https://motionsystems.pl/privacy-policy/

…………………………………………………

*date and signature*

**Attachments** (*strike out which is not applicable*)**:**

1. copy of a proof of purchase,
2. photos of product defects,
3. other: …………………………………………………………………………………………………………………………… ………………………………………………………………………………………………………………………………………