

# COMPLAINT FORM

(please complete and return only if you wish to file a complaint)



**Natural Mystic Aroma Sp. z o.o**

ul. Pamiatkowa 2/56

61-512 Poznan, Polska

**NIP:** 7831881805

**mail:** info@themysticaroma.com

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(Location and date)

**Consumer's Name:** .....

**Consumer's Address:** .....

**Order Number:** .....

**Product Name:** .....

**Batch Number (found on the packaging):** .....

**Consumer's Email Address:** .....

**Complaint description (description of noticed defects, circumstances of their occurrence):**

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**Date defect was noticed:**  
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**What are your expectations?\***

- Replacement of the ordered goods with new and defect-free ones
- Discount code for future purchases
- Withdrawal from the contract and refund to the specified bank account

*\*Please mark the preferred solution with an "x"*

1. *The data controller, within the meaning of the Act of 29 August 1997 on the protection of personal data (Journal of Laws No. 133, item 883, as amended), hereinafter referred to as the U.O.D.O., is the company Natural Mystic Aroma Sp. z o.o., address: ul. Pamiątkowa 2/56, 61-512 Poznań, Poland, KRS: 0001039186, NIP: 7831881805, REGON: 525446867, email address: info@themysticaroma.com*
2. *Your data will be processed solely for the purpose of executing the complaint process according to the Customer's instructions.*
3. *You have the right to request from the Administrator access to your data, rectification, erasure, or restriction of processing. You have the right to object to processing and the right to data portability.*
4. *You have the right to lodge a complaint with the supervisory authority responsible for personal data protection.*
5. *Providing your personal data is voluntary, but failure to provide it may hinder or prevent the complaint process.*

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(Signature of the Consumer)