

COMPLAINT FORM

NOTE on the consumer's quality objection (based on 19/2014 NGM)

Please fill in the required fields and attach the proof of purchase document (invoice, etc.).

PERSONAL DETAILS	PRODUCT INFORMATION
The time of reporting the error:	Date of purchase (completion, receipt):
Name:	The date of the failure:
Address	Product name and price
Phone:	Order number:
Email:	Invoice number:
Please describe the reason for the complaint:	
<p>The claim the consumer wishes to assert:</p> <p> <input type="checkbox"/> Replacement <input type="checkbox"/> Discount (repayment of part of the price) <input type="checkbox"/> Withdrawal (refund) </p>	
<p>If the method of settling the claim is different from the one used by the consumer, the reasons for this:</p> <p> <input type="checkbox"/> We cannot make the exchange, so we will refund you <input type="checkbox"/> The product cannot be repaired, therefore a refund is due <input type="checkbox"/> Other: </p> <p>Reasons for rejection (for detailed reasons, see: expert opinion or manufacturer's opinion):</p> <p> <input type="checkbox"/> Natural wear and tear <input type="checkbox"/> Inappropriate use <input type="checkbox"/> Other: </p> <p>Date of receipt of the product:</p> <p style="font-size: small;">The thick black box is filled in by the trader after receipt and inspection of the product!</p>	

If our Complaints Handling Department approves your complaint and decides to refund the money, the product will be refunded in the same way as the payment.

Your complaint will be processed immediately and dealt with within 30 working days - and you will be informed of the outcome. Please send this report as an attachment to the following email address: hello@optimalgreen.eu.

For complaints, please contact our Customer Service if necessary!

Your personal data is processed by Chemstar Kft., 1095 Budapest, Lechner Ödön fasor 3., email: hello@optimalgreen.eu. Your personal data is necessary for the purpose of assessing the quality complaint submitted by you - the processing of data for this purpose is based on a legal authorisation (Decree 19/2014 of the National Data Protection Act). Your data will also be processed for the purpose of keeping the accounts (the legal basis is the necessity to fulfil a legal obligation on the data controller). Your data will be kept for 5 years after the objection you have lodged, in accordance with the legislation in force. You have the right at any time to: lodge a complaint with the Head of the National Office for Data Protection and Freedom of Information, transfer your personal data to e.g. the National Data Protection and Freedom of Information Office, or request the transfer of your personal data to the National Data Protection and Freedom of Information Office. You may, for example, transfer your personal data to another controller, have access to your personal data, including requesting a copy of your data, object to the processing of your data if the processing is based on our legitimate interests, request the rectification, restriction or erasure of your personal data, or request the erasure of your personal data. Further information on data processing can be found on the website www.ecipo.hu under the sub-page "Privacy Policy".

If you disagree with our decision, you can start a conciliation procedure with the conciliation body of the county where you live (www.bekeltetes.hu) or you can start an online conciliation procedure through the EU ODR system. More information on the latter can be found in our Terms and Conditions.

Date:

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Consumer's signature