

PRODUCT COMPLAINT FORM

CUSTOMER DETAILS – COMPLETE IN CAPITAL LETTERS

LAST NAME _____ FIRST NAME _____
 BORN IN _____ ON _____ VAT/FISCAL CODE _____

ADDRESS FOR SHIPMENT OF RETURNED GOODS – COMPLETE IN CAPITAL LETTERS

PLACE OF RESIDENCE _____ PROV. _____ ADDRESS _____
 ZIP CODE _____ COUNTRY _____
 PHONE _____ E-MAIL _____

DETAILS FOR REFUND – COMPLETE IN CAPITAL LETTERS

Bank account*

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 IBAN* (the bank account must be in the name of the customer)
 BIC / Swift

--	--	--	--	--	--	--	--	--	--

PURCHASED GOODS – COMPLETE IN CAPITAL LETTERS

CODE	DESCRIPTION	DATE OF PURCHASE

Encl.: Proof of purchase of the goods (e.g. sale receipt/invoice)

DESCRIPTION OF FLAWS – COMPLETE IN CAPITAL LETTERS

Place and date

Customer's signature

Privacy Notice

This notice is released pursuant to article 13 of Regulation (EU) 2016/679 (the “GDPR”), with respect to the processing of your personal data inserted in the above form (hereinafter, the “Data”).

1. The Data Controller

Fabbrica Servizi S.r.l., with registered office at via Carlo Maria Martini, 1 – 20122 Milan – Italy, holder of VAT code 09552690159, and certified email address: fabbricaservizi@pec.it will act as the Data Controller.

2. Scope of dissemination and disclosure of your Data

Your Data may be disclosed to the employees and/or advisors of the Data Controller appointed to handle the Data. pursuant to article 29 of the GDPR, these individuals have been instructed by the Data Controller for such purpose and they will process your Data for the exclusive purposes specified in this notice and in compliance with the provisions of the applicable laws and regulations.

In addition, your Data may be notified to third parties who will process the Data on behalf of the Data Controller in their capacity as external processors, including, but not limited to, suppliers of goods and/or services, advisors and consultants, and third parties duly selected and endowed with such experience, reliability, expertise, to ensure compliance with the applicable provisions of law on the matters of personal data processing. A full, up-to-date list of the processors appointed by the Data Controller may be requested by e-mail on the following address: privacy@fabbricaservizi.it.

3. Scope and Purposes of Processing

The processing is aimed at providing full and correct performance of the customer care service (hereinafter, the “Service”) and the data collected in the above form.

The processing performed by the Data Controller does not entail any automated decision-making process, and the Data will not be circulated.

Your Data will be processed in accordance with the principles of lawfulness, fairness and transparency, so as to ensure compliance with the rules of security and confidentiality.

4. Data Storage

Your Data will be stored as long as necessary to provide the Service and, in any case, for a maximum term of 10 years.

5. Data Reporting

You are not obliged to report your Data. However, failure to do so will entail inability to subscribe for the Service.

6. Method and Legal Basis of Processing

The legal basis for the processing of your Data predominantly lies in your consent and in the requirement to perform the Service specified in the above form.

7. Data Security

Appropriate security measures have been put in place under the Italian Privacy Code and the GDPR to prevent unauthorised access to your Data, or illegal or inappropriate use or loss thereof.

8. Data Subject’s Rights

Without prejudice to the provisions of the preceding paragraphs, you have the right to:

- request the Data Controller access to, amendment or cancellation of, your Data; as well to limit or oppose to the processing of Your Data;
- as regards processing legally grounded on consent, to revoke your consent at any time, without prejudice for the fairness of processing based on the consent given before revocation;
- lodge a claim before the data protection authority;
- receive your Data in a structured, commonly used, machine-readable and interoperable format, for portability purposes.

Any applications for the exercise of the above rights, or requests on the processing of Data and the safety measures adopted, may be submitted to the following e-mail address: privacy@fabbricaservizi.it.

AUTHORISATION TO THE PROCESSING OF PERSONAL DATA (mandatory to adhere to the Service)

Having read the above notice, the Customer GIVES ITS CONSENT to the processing of the Data by the Data Controller in order to subscribe for the Service.

YES

NO

Place and date

Customer’s signature