

Date

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Lilou

CLAIM FORM



CUSTOMER CONTACT INFORMATION

First and last name

Email address

Address (street, city, postal code)

Order number /ticket/invoice

Phone number



PRODUCTS / OBJECTS OF THE COMPLAINT

Qt.	Product names	Reference	Qty
1.			
2.			
3.			

DESCRIPTION OF THE NON-COMPLIANCE



REQUEST FOLLOWING NON-CONFORMITY OF GOODS (check the box corresponding to your choice) :

EXCHANGES

REDUCTION OF THE PRICE PAID

REPAIRS

REFUND OF THE PRICE PAID
(termination of contract) **

Signature of the client

* Completion is required to return the claim.

** In the event of a complaint regarding products purchased through the Lilouparis.eu online store, the refund can only be made to the account of the person who placed and paid for the order.

The administrator of your personal data is the Lilou Group of Companies (Lilou Sp. z o.o., KRS 0000346352, Lilou Retail Sp. z o.o. Sp. komandytowa, KRS 0000675663, Logistics Retail Sp. z o.o. Sp. komandytowa, KRS 0000729823, Lilou Online Shop Sp. z o.o. Limited Partnership, KRS 0000663850) with its registered office in Warsaw, ul. Filtrowa 50 02-032 Warsaw. Your personal data will be processed in order to manage the termination of the contract (the legal basis is the need to perform the contract) and for the purpose of a possible determination or prosecution of claims or defense against claims (the legal basis for the processing is the interest of the administrator). Your personal data will be processed during the return processing period. The processing period may be extended each time by the statute of limitations for claims, if the processing of your personal data is necessary to establish or pursue any claim or defend against such claims by the Administrator. You can find more information about the processing of personal data and your rights in our privacy policy.