

# SERVICE REQUEST



<b>REPORT DATE:</b>	
<b>CUSTOMER</b>	
<b>NAME:</b>	
<b>CONTACT PERSON:</b>	
<b>TELEPHONE:</b>	

<b>BUILDING / PROJECT</b>	
<b>ADDRESS:</b>	
<b>CONTACT PERSON:</b>	
<b>TELEPHONE:</b>	

<b>SCOPE OF THE COMPLAINT</b>			
<b>PRODUCT NAME:</b>			
<b>CODE:</b>		<b>NO. OF THE ES-SYSTEM PURCHASE INVOICE:</b>	
<b>CLAIMED QUANTITY:</b>		<b>QUANTITY OF INSTALLED LUMINAIRES:</b>	
<b>WORKING TIME UNTIL FAILURE (IN DAYS):</b>		<b>AVERAGE WORKING TIME PER WEEK (IN HOURS):</b>	
<b>TYPE OF DAMAGE:</b>	<input type="checkbox"/> MECHANICAL	<input type="checkbox"/> ELECTRICAL	<input type="checkbox"/> TIGHTNESS (IP)
<b>LOCATION:</b>	<input type="checkbox"/> INDOORS	<input type="checkbox"/> OUTDOORS (SHELTERED)	<input type="checkbox"/> OUTDOORS
<b>MOUNTING:</b>	<input type="checkbox"/> SURFACE MOUNTED	<input type="checkbox"/> CEILING RECESSED	<input type="checkbox"/> SUSPENDED
	<input type="checkbox"/> STANDING ON GROUND	<input type="checkbox"/> IN GROUND	<input type="checkbox"/> WALL RECESSED
	<input type="checkbox"/> ON A POLE	<input type="checkbox"/> ON A WALL	<input type="checkbox"/> OTHER: .....
<b>MOUNTING HEIGHT:</b>		<b>TEMPERATURE OF THE LUMINAIRE'S WORKING ENVIRONMENT:</b>	
<b>ACCESS TO LUMINAIRES:</b>			
<b>PROBLEM DESCRIPTION:</b>			
<b>ATTEMPTED TRIALS TO DETERMINE DAMAGE:</b>	<input type="checkbox"/> TRANSPORT DAMAGE REPORT	<input type="checkbox"/> CHECK OF CORRECTNESS OF APPLIED VOLTAGE	
	<input type="checkbox"/> CHECK OF CORRECTNESS OF INSTALLATION AND CONNECTION	<input type="checkbox"/> CHECK OF CORRECTNESS OF LIGHT SOURCES	
	<input type="checkbox"/> CHECK OF CORRECTNESS OF COMPONENTS (E.G. EVG)	<input type="checkbox"/> OTHER: .....	
<b>PROBLEM OCCURRENCE:</b>	<input type="checkbox"/> ALL THE TIME	<input type="checkbox"/> RANDOM	<input type="checkbox"/> OTHER: .....
<b>OTHER, CONNECTED COMPONENTS:</b>			
<b>CONTROL EQUIPMENT (TYPE, PRODUCER):</b>			
<b>LIGHT SOURCE (TYPE, PRODUCER):</b>			
<b>OTHER:</b>			
<b>EXPECTATIONS CONCERNING PROBLEM SOLUTION:</b>			
<p><b>I DECLARE THAT IF THE COMPLAINT IS FOUND GROUNDLESS OR DISCREPANCIES BETWEEN THE APPLICATION AND THE ACTUAL SITUATION ARE STATED I UNDERTAKE TO COVER COSTS BORNE BY ES-SYSTEM S.A. WHILE ATTENDING TO THIS APPLICATION (THIS ENTRY DOES NOT CONCERN THE CONSUMER).</b></p>			
<b>CUSTOMER'S SIGNATURE:</b>			

**COMPLAINT PROCEDURE:**

IN CASE THE PRODUCT OF ES-SYSTEM S.A. WAS PURCHASED FROM OTHER ENTITY THE COMPLAINT SHOULD BE FILED WITH THE SELLER.

IN CASE OF A DIRECT PURCHASE FROM ES-SYSTEM S.A. STEPS MENTIONED BELOW SHOULD BE FOLLOWED:

1. THE ABOVE SERVICE APPLICATION MUST BE FILLED IN.

**NOTE:** FIELDS MARKED WITH BLACK TYPE ARE OBLIGATORY. PARTIALLY FILLED APPLICATIONS WILL BE CONSIDERED INCOMPLETE AND WILL NOT BE ACCEPTED FOR PROCESSING.

2. COMPLETED APPLICATION MUST BE MAILED TO ES-SYSTEM S.A. (UL. PRZEMYSŁOWA 2, 30-701 KRAKÓW) OR BY E-MAIL TO THE ADDRESS [REKLAMACJE@ESSYSTEM.PL](mailto:REKLAMACJE@ESSYSTEM.PL)
3. AN OFFICIAL RECEIPT OF THE APPLICATION AND FURTHER INSTRUCTIONS CONSIDERING THE APPLICATION WILL BE SEND TO THE APPLICANT.

**Note for persons who initiated communication due to a complaint notification**

1. **[Personal Data Controller]** The Controllers of your personal data are jointly the member companies of ES-SYSTEM Capital Group, parties to the agreement on shared data control, hereinafter referred to as the: Joint Controllers. A copy of the agreement referred to above is available at Joint Controllers' websites, in particular at [www.essystem.pl](http://www.essystem.pl) as well as [www.wilkasy.essystem.pl](http://www.wilkasy.essystem.pl) (tab "Personal data"). Member companies of ES-SYSTEM Capital Group determine the purposes and means of processing your personal data.
2. **[Contact information]** Joint Controllers designated the following contact point for data subjects: Data Protection Officer, ES-SYSTEM S.A., address: Przemysłowa street No. 2, 30-701 Kraków, email address: [inspektorodo@essystem.pl](mailto:inspektorodo@essystem.pl).
3. **[Officer]** To ensure compliance with personal data protection principles, a Data Protection Officer was appointed by the Joint Controllers. You may contact the Data Protection Officer at the following email address: [inspektorodo@essystem.pl](mailto:inspektorodo@essystem.pl).
4. **[Purpose and legitimate interest]** Your personal data is processed for the purpose of handling an on-going contact associated with claims made by you (including claims made on behalf of another individual or legal person), handling the complaints and exercising rights resulting from guarantee or warranty, including possible defence of one the Joint Controllers against future claims sought in court.
5. **[Recipients]** The recipients of personal data provided by you are business partners of the Joint Controllers, including suppliers of goods and services necessary for the implementation of the above-mentioned purposes and parties to which the Joint Controllers entrusted the processing of your personal data, including IT service providers, parties with capital or personal relationship with the Joint Controllers as well as legal successors of the Joint Controllers and bodies authorised under law, including state authorities.
6. **[Data storage period]** Your data will be stored until legitimate interests of the Joint Controllers, being the basis for processing your personal data, are fulfilled or until you object to such processing.
7. **[Rights]** You have the right to access the content of personal data and the right to rectify them, as well as the right to erase them, restrict the processing of your personal data and the right to object to the processing of your personal data. You also have the right to lodge a complaint to the regulatory body - the President of the Personal Data Protection Office.
8. **[Automated decision-making]** Personal data processed for legitimate interest by the Joint Controllers will not be used for automated decision-making, including profiling.
9. Provision of personal information is voluntary, but necessary for effective communication by the Joint Controllers and handling of your complaint.
10. **[Legal grounds]** Legal grounds for personal data processing is Art. 6 section 1 letter f) of GDPR.