

# COMPLAINT FORM

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CREATE

## 1. CUSTOMER DETAILS

Full Name: \_\_\_\_\_

ID/NIE/Passport: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## 2. PURCHASE/PRODUCT DETAILS

Order/Invoice Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Product: \_\_\_\_\_

## 3. REASON FOR THE COMPLAINT

*(Clearly explain the facts that give rise to the complaint)*

## 4. CUSTOMER REQUESTS

*(Requested solution: return, replacement, repair, or refund)*

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## 5. ATTACHED DOCUMENTATION (IF APPLICABLE)

Copy of invoice or proof of purchase

Photographs

Others: \_\_\_\_\_

## 6. CLAIMANT'S SIGNATURE

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

### IMPORTANT NOTE!

For a faster and more efficient management of your incident, we recommend using our RMA Service (Return Merchandise Authorization), available in your personal user area.

### Data Protection Clause

In accordance with the provisions of Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018 on the Protection of Personal Data and guarantee of digital rights (LOPDGDD), we inform you that the personal data provided in this complaint form will be processed by the entity WOODS & GO DESIGN S.L. (CREATE) with the exclusive purpose of managing and responding to the submitted complaint, as well as to comply with the legal obligations derived from it.

**Lawfulness:** The processing is based on compliance with a legal obligation according to art. 6.1.c GDPR and applicable consumer regulations.

**Recipients:** Data will not be transferred to third parties, except by legal obligation.

**Rights:** You may exercise the rights of access, rectification, erasure, objection, restriction, and portability by writing to the email [rgpd@create-store.com](mailto:rgpd@create-store.com)

**Retention period:** Data will be kept for as long as the procedures derived from the complaint last and, subsequently, during the applicable legal periods.