

Annex 3

To the Exclusive distribution agreement no 01/11/2023

ASTA COMPLAINT FORM

- Inform us of a problem with your product by sending a message to: **service@heatq.com**
- Fill out the form in **BLOCK** letters

Customer contact information

a) Name: _____ b) Mobile: + _____
 c) E-mail address: _____ d) Country: _____

1. Date of claim (day/month/year): / /
 2. Date of purchase (day/month/year): / /
 3. Place of purchase of the device (name and address of the store): _____

4. The distributor's internal claim number (if assigned): _____
 5. Product specification (identification labels can be found on the back of the product)

a) serial number:

SN:



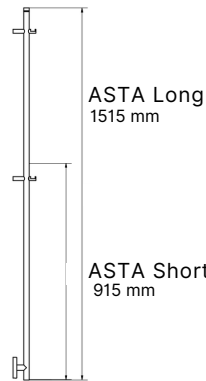
b) model:

ASTA _____



*connection type:

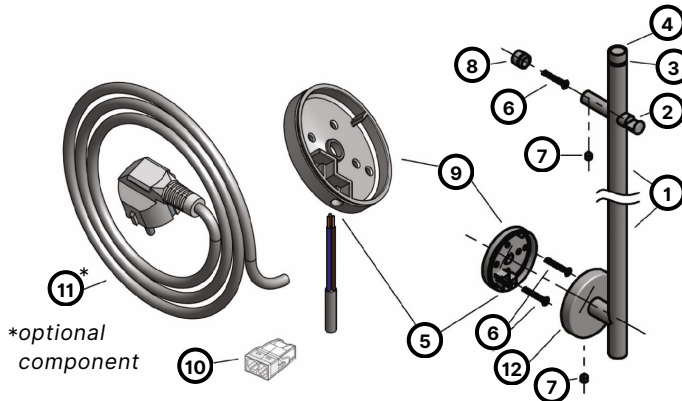
- A - straight cable with plug
- B - spiral cable with plug
- C - hidden cable



c) colour:

- white
- black
- chrome

6. Put **X** and write the part number from the illustration below to which the complaint relates:



- device does not work
- part ____ is missing
- part ____ is scratched
- chipping of the coating has occurred
- part ____ has fallen off/is broken
- part ____ does not fit
- other: _____

7. The defect was noticed:

- After taking the product out of the box
- During installation
- When attempting to start
- After a period of use (e.g.: one week, one month, six months): _____

8. Additional notes: _____

The personal data provided by you will be processed by the Seller for purposes related to the execution of your complaint and the fulfillment of related requests, and in accordance with the principles set forth in the relevant legislation. You have the right to request from the data controller access to your data, rectification, deletion or restriction of processing, or to object to processing, as well as the right to lodge a complaint with a supervisory authority.