



This document must be properly filled in all its parts and sent by registered post to the following address:  
Cellularline S.p.A., **to the Attention of Ufficio Consumer Care**, Via G. Lambrakis 1/A, 42122 Reggio Emilia

**REQUEST FOR PRODUCT REPLACEMENT ACCORDING TO THE CONVENTIONAL CELLULARLINE WARRANTY\* FOR THE PRODUCTS ULTRA STRONG MAG, TETRA FORCE STRONG GUARD, TETRA FORCE STRONG GUARD MAG, TETRA FORCE STRONG TWIST, TETRA FORCE SHOCK TWIST, TETRA FORCE SHOCK TECH, TETRA FORCE BOOK-ADVANCE, TETRA FORCE SHOCK-ADVANCE, CLEAR DUO, CLEAR STRONG, CLEAR PROTECT, ICONIC MAG, IMPACT CLEAR, GLOSS, GLOSS MAG, SPARKLE MAG, POP MAG E AIR FRAME PURCHASED FROM 1 OCT 2017 ONWARDS**

The undersigned \_\_\_\_\_ born  
in \_\_\_\_\_ on \_\_\_\_\_ and resident in  
\_\_\_\_\_, prov. \_\_\_\_\_, in (street)  
\_\_\_\_\_ no. \_\_\_\_\_, tel. \_\_\_\_\_, e-  
mail \_\_\_\_\_,

**DECLARES**

that he/she purchased, on \_\_\_\_\_, the following product:

- Product name: \_\_\_\_\_
- Compatibility (telephone for which it was purchased): \_\_\_\_\_

on which the following defect has occurred: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I therefore ask for the replacement of the product in question, in accordance with your conventional warranty\*.

For that purpose, I attach:

- purchase receipt/invoice
- photograph proving the Product defect
- privacy form attached, complete with consent

Date and place: \_\_\_\_\_

SIGNATURE

\_\_\_\_\_

## INFORMATION NOTICE ISSUED PURSUANT TO ART. 13 of ITAL. LEGIS. DECREE 196/2003

After the above form has been filled in, the company Cellularline S.p.A. will collect and process your personal data and, therefore, in accordance with Article 13 of Italian Legislative Decree 196/2003 (Privacy Code), we would like to inform you that the collection and processing of your personal data will be performed by the company Cellularline S.p.A. in conformity with the following points:

- a) purposes: the data will be processed to satisfy your requests and for the correct fulfilment of the requirements strictly related to the required intervention;
- c) data storage times: your data will be stored by our Company in compliance with the maximum amount of time envisaged by legislation in force;
- d) methods: the data will be processed with paper and/or electronic/IT/internet tools/media in full compliance with legal requirements, according to the principles of fairness and correctness and so as to protect your confidentiality;
- e) optional provision: the provision of your data is optional and not compulsory;
- f) consequences of any refusal to provide data or full opposition to its processing for the purposes as per point a), may imply the impossibility to fulfil some of your requests; refusal for the use of the data for the purposes as per point b), will not have any consequence on relationships in place;
- g) parties or categories of parties to whom data may be notified or communicated: the data may be notified, also for the correct implementation of the aims as per point a), to the following parties: logistics/shipping operators of the goods in question;
- h) responsible persons and company operators appointed to process data: the data shall be processed solely and exclusively by a restricted number of company operators within the administration, marketing and technical departments, specifically authorised to do so;
- i) rights of interested parties: you are attributed with all the rights envisaged by Art. 7 of Legislative Decree 196/2003, transcribed below:

*Art. 7. Right to access personal data, and other rights*

*1. The interested party has the right to obtain confirmation as to the existence or not of personal data regarding them, even not yet recorded, and communication thereof in an intelligible format.*

*2. The interested party has the right to obtain an indication:*

*a) of the origin of the personal data;*

*b) of the aims and methods of its processing;*

*c) of the software applied in the event of processing through electronic tools;*

*d) of the identification details of the Controller, managers and appointed representative pursuant to Art. 5, paragraph 2;*

*e) of the parties or categories of parties to whom the personal data may be communicated or who may be made aware thereof as an appointed representative in the territory of the State, or as managers or officers.*

*3. The interested party has the right to obtain:*

*a) the updating, correction or, when in their interests, integration of the data;*

*b) the cancellation, transformation into anonymous format or blocking of any data processed in violation of laws, including data whose storage is not necessary in relation to the purposes for which it was collected or subsequently processed;*

*c) certification that the operations as per letters a) and b) were notified, also in terms of their content, to anyone whose data was communicated or notified, except the case in which such a fulfilment is impossible to implement or implies the use of means that are clearly out of proportion with respect to the protected right.*

*4. The interested party has the right to oppose, fully or partly:*

*a) for legitimate reasons, the processing of personal data regarding them, even when relevant to the purpose of the collection;*

*b) the processing of your personal data for the purpose of sending advertising material or for direct sales, or for conducting market research or sending commercial communication.*

You can exercise such rights by writing to: Cellularline S.p.A., Via Lambrakis n. 1/A – 42122 Reggio Emilia or by sending an email to the address [privacy@cellularline.com](mailto:privacy@cellularline.com).

j) Data Controller: the Data Controller is Cellularline S.p.A. , company with registered office at Via G. Lambrakis n. 1/A in Reggio Emilia, Tax Code and VAT no. 09800730963, in the person of its legal representative pro tempore.

k) Data Processing Manager: the Data Processing Manager is the legal representative pro tempore of Cellularline S.p.A. company with registered office at Via G. Lambrakis n. 1/A in Reggio Emilia.

The undersigned \_\_\_\_\_ declares:

- that he/she has read and understood all the parts of the above information notice as per Art. 13 of Italian Legislative Decree 196/2003
- that he/she is perfectly aware of his/her rights pursuant to Art. 7 of Italian Legislative Decree 196/2003

and, therefore, **provides his/her consent** for the collection and processing of his/her data, necessary for the purposes as per the above information notice by the company Cellularline S.p.A.

\*Pursuant to this warranty, "Defect" means a lack of conformity which appears despite compliance with the precautions for installation or maintenance of the Product, or despite normal conditions of use of the same. In the event that, after the legal warranty period provided for by applicable law, a Defect is detected by the End User, Cellularline, under the conditions set out in this warranty, undertakes to replace the malfunctioning Product, at no cost to the User Final, except for transport costs, with an identical product or, in the event of stock out or end of production, with a product of equal commercial value.

Date and place: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

