

## Annex II — Claims and warranty form

To: **MARIA MONTSERRAT BAGUÉ CUBÍ, S.L.** — Olot (Girona)

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| Product (reference) | Species / type of item or tool | Certificate or seal no. |
|---------------------|--------------------------------|-------------------------|
|                     |                                |                         |
|                     |                                |                         |

Website of purchase: ☐ <https://gemmesterra.com> ☐ <https://totdiamant.com>

Reason for the claim or warranty request (describe the defect or the discrepancy with the description):

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Documents attached: ☐ Invoice ☐ Photographs ☐ Certificate or gemmological report ☐ Other: \_\_\_\_\_

Order number: \_\_\_\_\_

Order date: \_\_\_\_\_

Date received: \_\_\_\_\_

### Claimant details

Full name / company name: \_\_\_\_\_

ID / tax number: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

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

Acting as: ☐ Private consumer ☐ Business or professional

In \_\_\_\_\_, on \_\_\_\_ / \_\_\_\_\_ / \_\_\_\_.

Signature:

**Basic data protection information:** Controller: MARIA MONTSERRAT BAGUÉ CUBÍ ; Purpose: to administer the claim or warranty request relating to the order, in accordance with applicable law. Legal basis: performance of the contract and compliance with a legal obligation. Recipients: no data will be disclosed to third parties, except where required by law or where the item needs to be sent to a laboratory or technical service to verify the claim. Retention: for as long as necessary to process the claim and comply with the resulting obligations, and thereafter for the applicable limitation periods. Rights: to access, rectify and erase data, among others, by writing to [admin@gemmesterra.com](mailto:admin@gemmesterra.com) or [ventas@totdiamant.com](mailto:ventas@totdiamant.com) consulting the Privacy Policy published on our websites; users may also lodge a complaint with the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)). To stop receiving marketing communications, write to [admin@gemmesterra.com](mailto:admin@gemmesterra.com) or [ventas@totdiamant.com](mailto:ventas@totdiamant.com) with the word UNSUBSCRIBE.