

Complaints Protocol - exercising the right of defective performance

Please proceed according to the following instructions:

1. Send the goods to the address: **Web Retail s.r.o., Politických vězňů 1597/19, 110 00, Prague 1, Czechia**
2. If possible, send the goods in the original, undamaged box and wrap this with a sufficient protective layer.
3. We recommend that you insure the package and mark it with the symbol for fragile goods.
4. Please include this completed form in the package:

Complaints section (buyer to fill in):

Name:
Address:
Telephone: E-mail:

Defective goods:

Name of goods:
Order number: Invoice number:
Description of defect:
.....
.....
Date of sale¹:

Requested means of settlement²: repair / replacement (cross out which does not apply)

Date: Customer signature:

Record of the settlement of the claim (to be completed by the seller)

Method of settlement:

Statement by the Seller³:.....
.....

Date of complaint:
Date of receiving goods at complaints:
Date of settlement of complaint⁴:
Forwarded by (signature of seller): Received by:

¹ Fill in the date of delivery of goods.

² The Seller will comply with the customer's desired method of settlement, if this is not impossible or disproportionate. If the seller refuses to repair or replace the goods, does not manage to repair them within the 30-day period, or in the case of recurrence of the same defect, the consumer may withdraw from the contract or request a reasonable discount on the purchase price.

³ The competent body for settlement of consumer disputes concerning sales of goods is the Czech Trade Inspection, Štěpánská 567/15, 120 00 Praha 2, Identification Number: 000 20 869, internet address: <http://www.coi.cz>. The online platform for solving disputes, which can be found at the internet address <http://ec.europa.eu/consumers/odr> may be used to solve contractual disputes between sellers and buyers.

⁴ If settlement of the claim is by way of repair, the period of liability for defects shall be extended by the duration of the repairs. If settlement of the claim is by way of exchange of goods, this does not commence a new period of liability for defects.