

COMPLAINT FORM

Company/Name and Address of the

Buyer:

Contact Person:

Phone:

E-mail:

Company ID (IČ):

VAT Number (DIČ):

Notes:

Return Address for Sending Goods:

(If it is the same as the one above, do not fill in!)

Reklamované zboží a počet kusů: Claimed Goods and Quantity:

Date of Purchase:

(Date of Invoice Issuance)

Invoice Number:

Date of Receipt of Goods:

Detailed Description of the Defect: *

**) Please specify the defect as thoroughly as possible. This will significantly ease and shorten the entire process of handling the complaint.*

Proposed Solution for the Complaint (see Complaints Procedure - Point 5. CLAIMS FOR DEFECTS):

Information for filing a complaint:

1. When asserting rights from warranty liability (complaint) with the seller, the buyer is obligated to provide proof of purchase or, in another manner that leaves no doubt, demonstrate that the goods were purchased at any of the seller's locations or online store and when this occurred, and to return the claimed goods to the seller, unless otherwise agreed by the buyer and seller.
2. The defect of the item does not include wear and tear caused by its usual use, and for used goods, wear corresponding to the extent of its previous use.
3. The buyer is not entitled to rights for defects if they caused the defect themselves.
4. The goods must be handed over to the seller for the complaint process complete in its original packaging or packaging that will sufficiently protect the goods during transport.
5. The complaint, including the removal of the defect, must be resolved, and the buyer must be informed about it no later than 30 days from the day the complaint was filed, unless the seller and buyer agree to a longer period.
6. If the buyer is obligated to accept the complained goods back from the seller, regardless of the way the complaint is resolved, the buyer is required to accept the goods from the seller without unnecessary delay, no later than 10 days from the day the complaint was resolved (at the location where the goods were handed over to the seller, unless another location for collection is agreed upon).
7. In case of a request for a product replacement or withdrawal from the contract, the buyer must return the goods along with all accessories that were part of the purchase.
8. The complaint protocol must be filled out, printed, signed, and sent (or handed personally) to the seller (or attached to the returned goods), or sent as a scanned document to the seller's email address.
9. For further details on the scope, conditions, and method of asserting rights from warranty liability (complaint), please refer to the seller's complaints procedure.

Date: _____**Buyer's Signature:** _____**Seller:**

Martin Dušek, with its registered office at Dolní cesta 302, 561 51 Letohrad, Company ID: 87426587, VAT ID: CZ7604033690

Please send or personally deliver the complained goods to the following address:

Ivo 4dox.CZ - Martin Dušek, Mlýnská 211, 561 64 Jablonné nad Orlicí, Czech Republic

Date of receipt of the complaint:**Complaint processed by:****Resolution of the complaint:****Date of resolution of the complaint:** _____ **Seller's Signature:** _____