

# Complaint Protocol for Defective Goods

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 it with a sufficient protective layer.
3. We recommend that you insure the package and mark it with the appropriate symbol for fragile goods.
4. Please include this completed form in the package.

## Complaints section (to be completed by the buyer):

Name: .....  
Address: .....  
Telephone: ..... Email: .....

## Defective goods:

Name of goods: .....  
Order number: ..... Invoice number: .....  
Description of defect: .....  
.....  
.....  
.....  
Date of sale<sup>1</sup>: .....

**Requested means of settlement<sup>2</sup>:**      repair / replacement      (cross out that which does not apply)

Date: ..... Customer signature: .....

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

**Method of settlement:** .....

**Seller's statement<sup>3</sup>:** .....

Date of complaint: .....

Date of receiving goods from buyer: .....

Date of complaint settlement<sup>4</sup>: .....

Forwarded by (signature of seller): ..... Received by: .....

<sup>1</sup> Fill in the delivery date of the goods.

<sup>2</sup> The Seller will comply with the customer's desired method of settlement provided the method is reasonable and not 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 the recurrence of the same defect, the consumer may withdraw from the contract or request a reasonable discount from the purchase price.

<sup>3</sup> The competent body for settlement of consumer disputes concerning the 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.

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