**COMPLAINT PROTOCOL**

**The company's complaint protocol:**

Pleva s.r.o., with registered office at Českých bratří 325, 517 43 Potštejn, ID No.: 48153061, registered in the Commercial Register maintained by the Regional Court in HK, Section C, Insert 3534

[www.pleva.cz](http://www.pleva.cz), [obchod@pleva.cz](mailto:obchod@pleva.cz), 739 045 380.

Please complete this form and return it only if you wish to claim the goods within the legal time limit. The form must be printed, signed and sent scanned to [obchod@pleva.cz](mailto:obchod@pleva.cz), or included in the parcel with the returned goods.

**Claimant:**

Name and surname:   
Delivery address:  
Email, phone:   
Order number:   
Account number:  
Date of claim:

|  |  |
| --- | --- |
| **Complained goods** | **Description of the defect** |
|  |  |

**Statement of Claim:**

**General instructions for filing a claim:** As a consumer, you are obliged to prove the purchase of the item by presenting the purchase document or in another sufficiently credible way. As a consumer, you cannot claim rights for defects that you yourself caused or of which you were aware at the time of purchase. The same applies to defects for which we, as seller and consumer, have agreed with you to reduce the price. We are not liable for normal wear and tear. Claims must be made within a maximum period of 24 months. Claims must be made without delay to prevent the defect from spreading and resulting in the rejection of the claim. By notifying the defect early after it has been discovered, you can ensure a smooth handling of the claim. The claim is only settled when we have notified you. If the statutory time limit expires, this is considered a material breach of contract and you may withdraw from the purchase contract.