

Claims protocol

Claims part: (filled by customer)

Name and address of buyer:

contact person:

Phone number:

Email address:

VAT number:

Return address for repaired good:

(If it is same as above don't fill)

Claimed goods:

Date of purchase:

(Date of invoice)Číslo faktury:

Serial number of the goods:

Detailed description of the fault: *

**) Specify the fault in as much detail as possible, when it occurs, in what equipment and under what circumstances it occurs in use. This will make the whole process much easier and shorter.*

The goods will be accepted for complaint under the following conditions:

1. When applying for warranty repair (replacement), a copy of the invoice or delivery note issued when the goods were sold is an integral part of this complaint protocol.
2. The goods will be handed over to the supplier for the claim procedure complete in the original packaging or packaging that will sufficiently protect the goods during transport (the customer is responsible for this packaging), at the customer's expense.
3. The goods must not be mechanically damaged by the customer. Attempts by the customer to repair the goods are unacceptable and may be regarded as an unjustified claim!
4. The Supplier undertakes to settle the claim in favour of the Customer as soon as possible and the goods will be ready for collection by the Supplier within 30 days of receipt. If the customer submits incomplete goods for complaint, the supplier reserves the right to extend this period.
5. The complainant acknowledges and agrees that they may be charged for the costs associated with an unjustified complaint. By signing this Complaint Protocol, the Buyer confirms that he/she has read the Terms and Conditions and agrees to them in full.

Date: _____

Signature of buyer: _____

SERVICE PART: (filled by seller)

Technician statement:

Date: _____

Signature of technician: _____