

Form for customer complaints on purchased goods

(only fill in this form and send it back in case you want to file a complaint about purchased goods within the legally prescribed period. It is required that this form be printed out, signed, scanned and sent to the email address specified below or where appropriate that it be added to the consignment along with the goods that shall be returned).

Recipient (vendor):

Internet shop: ***www.alldouble.cz***
Company: ***ALL DOUBLE s.r.o.***
Head office: ***Příkop 838/6, 602 00 Brno***
Trader identification/VAT ID No.: ***06052428***
Email address: ***info@alldouble.cz***
Phone number: ***+420723 625 855***

Consumer (buyer):

First name and last name:
Address:
Phone number and email address:

Assertion of rights from defective fulfillment (complaint)

Dear Sir or Madam,

On .. / .. / I have created an order in your store on **www.alldouble.cz** (see below for the specifications of the order). However, the following defects have been identified in the product that I purchased:

I demand that my complaint be processed in the following way:

In addition to this, I kindly request you to issue a confirmation of the assertion of a complaint in writing, including information on the date when this right was exercised, the subject matter of the

complaint and my entitlement to repair/exchange. I also request a subsequent confirmation on the date by which this complaint will be processed as well as on the method of how it will be processed. This shall include a confirmation on the execution of repairs as well as on the duration of this execution (*only applicable in case of a repair rather than an exchange*).

1. **Date of order** / **date of receipt**
2. **Order number:**
3. **The purchase price of the order and the delivery, where applicable, was paid using the following method:**
.....
and will be returned using the following method (in case a bank transfer is requested, please specify the bank account number)
.....
4. **First and last name of the consumer:**
5. **Address of the consumer:**
6. **Email:**
7. **Phone:**

In on .. / .. /

.....

First and last name of the consumer (must be legible), signature

List of annexes:

1. Invoice (copy) for the ordered goods No.
2.
3.

General instructions on the rights to assert a complaint

As a consumer you are obliged to confirm the purchase of an object by presenting a proof of purchase or via an alternative, sufficiently credible method.

As a consumer, you may not exercise the right from defective fulfillment if the defects have been inflicted by you or if you have been aware of the defects at the time of the purchase. The same applies to defects on the basis of which an agreement on a reduced price was made between us as the vendor and you as the consumer. We are not liable for normal wear and tear of an object.



ALL DOUBLE s.r.o.
Příkop 838/6, 602 00 Brno

Any complaint must be filed within a period of 24 months at the latest. A complaint must be filed immediately after a defect is identified in order to prevent the defect from spreading which would result in a rejection of the complaint. You can ensure that your complaint will be processed smoothly by notifying us on any defect, which you have detected, in a timely manner.

The processing of a complaint is not completed before you receive confirmation from us. You may consider any expiration of the legally prescribed period as a serious violation of contract and in this case, you shall have the right to withdraw from the contract.