

Complaint form

(Complaints Procedure)

(Fill in this form and send it back only if you want to claim the goods in the legal time. The form must be printed, signed and sent scanned to the e-mail address below, or inserted into a shipment with returned goods).

Addressee

Online store: www.thegripstick.com

Company: Jiří Komárek

Registered office: 260, 294 15 Klášter Hradiště nad Jizerou

IČ / DIČ: 75575558 / I am not a VAT payer

E-mail address: info@thegripstick.com

Telephone number: +420 731 163 464

Consumer

Name and surname:

Address:

Phone and e-mail:

Exercising the right from defective performance (complaint)

Dear Sirs,

on (*) I created an order in your store (*) (see order specifications below). However, the product I purchased shows these defects (* the defect must be described in detail here). I request that the complaint be settled as follows: (* here the required method of settlement must be described in detail; for example - "since it is a remediable defect, I request a repair of the product no later than the statutory period of 30 calendar days). At the same time, I ask you to issue a written confirmation of the complaint stating when I rightfully asserted what the complaint is together with my claim for repair / replacement, and then confirm the date and manner of the complaint, including confirmation of the repair and its duration (in the case of repair, not replacement).

1. Date of order (*) / date of receipt (*)

2. Order number:

3. The funds for the order, or for delivery, were sent in the manner of (*)

and will be returned in the manner (in case of transfer to the account, please send the account number) (*)

4. Name and surname of the consumer:

5. Consumer address:

6. Email:

7. Phone:

(*) Strike out what does not apply or complete the information.

In (fill in the place here), On (fill in the date here)
(signature)

Name and surname of the consumer

List of attachments:

1. Invoice for ordered goods No. (*)

General instructions for making a complaint - complaint procedure

As a consumer, you are obliged to prove the purchase of the item by presenting a purchase document, or in another, sufficiently credible way.

As a consumer, you cannot claim rights from defects that you have caused yourself (incorrect use, storage, improper maintenance, buyer intervention, mechanical damage, wear and tear) or that you knew about at the time of purchase. Similarly, for defects for which we have agreed with you, as the seller and consumer, to reduce the price. We are also not responsible for normal wear and tear.

Complaints must be made no later than 24 months. Complaints must be made immediately in order to prevent the spread of the defect and, as a result, to reject the complaint. By notifying the defect in good time after it appears, you can ensure the smooth handling of the complaint.

Complaints are settled only when we notify you. If the statutory period of 30 days expires, consider it a material breach of contract and you can withdraw from the purchase contract.

We will do our best to handle your complaint to your full satisfaction.