Form for claim of the goods

(Fill in the form and send it back only if you wish to claim the goods within the statutory period. The form should be printed, signed and sent scanned to the following e-mail address or enclosed into the shipment of returned goods).

**Destination(seller):**Online shop: **eshop.topak.cz**

Company: **TOPAK Ltd.**

Located in: **Drnovice 322, 679 76, Czech Republic**

ID/VAT: **CZ26215977/CZ26215977**

E-mail address: **reklamace@topak.cz**

Phone No.: **+420 516 472 116**

**Consumer(customer):**

Name and surname:

Full address:

Phone No. and e-mail:

**Uplatnění práva z vadného plnění (reklamace)**

On *(insert a date of placement of your order)* I have made an order (order specification are below). However the purchase product has following defect *(\* Defects need to be described in detail ).*I demand to settle the claim as follows: *(\* Here should be described required method of settling of the claim for expample – „because the defect is removable, I demand to repair the product no later than the legal limit of 30 calendar days).* At the same time, I ask you to issue a written confirmation of a claim stating when I used the right to file a complaint along with my claim for repair/replacement, and then confirm the date and method of settling of the claim, including confirmation of repair and its duration (in the event when the product is going to be repaired, not replaced).

**Order date** *(\*)*/**Receival date***(\*)*

1. **Order number:**
2. **Cash for order and delivery were sent in the following way** *(\*)***and they will be returned as follows** (in case of a transfer to a bank account, please send us your account number) *(\*)*
3. **Name and surname of the customer:**
4. **Address of the customer:**
5. **E-mail:**
6. **Phone No.:**

 *(\*) Delete non-applicable data or insert new data*

**In** *(fill in place/city)*, **On** *(insert date here)*

 *(signature)* ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

 **Consumer´s Name and surname**

**List of attachments:**

1. Invoice for ordered goods No. *(\*)*

***General guidance for complaints***

*The purchase of goods that you file this complaint about must be presented by showing us the purchase document or other sufficiently credible manner.*

*As a consumer you can not apply the right for complaint of defective goods on defects that you have caused by yourself or those that you knew about when you made the purchase. Same applies to defects for which the customer and seller agreed to a price reduction. We are not responsible for normal wear and tear.*

*Complaints must be filed within the 24-month period. Claims must be applied immediately to prevent expansion of defects consequently leading to rejection of the complaint. By timely reporting defects, you can ensure smooth handling of complaints.*

*Complaint is considered closed after we inform you about it. If the statutory deadline expires, consider it a breach of a contract, in that case you have right to withdraw from the contract.*