

COMPLAINT FORM

Company/name and address of the buyer:

Contact person:

Telephone:

Email:

Company ID:

VAT number:

Comments:

Return address for sending goods:

(If the same as above, do not fill in!)

Goods subject to complaint:

Date of purchase:

(Date of invoice) Invoice number:

Date of receipt of goods:

Detailed description of the defect: *

*) Please specify the defect in as much detail as possible. This will significantly facilitate and shorten the entire complaint handling process.

Proposed solution to the complaint (see Complaints Procedure - point 5. CLAIMS FOR DEFECTS):

Information on filing a complaint:

1. When exercising rights arising from liability for defects (complaint) with the seller, the buyer is obliged to present proof of purchase or otherwise prove beyond doubt that the goods were purchased at any of the seller's premises or e-shop and when this took place, and to hand over the goods subject to complaint to the seller, unless the buyer and seller have agreed otherwise.
2. Wear and tear caused by normal use of the goods is not considered a defect; in the case of used goods, wear and tear corresponding to the extent of their previous use is not considered a defect.
3. The buyer is not entitled to rights arising from defects if they caused the defect themselves.
4. The goods shall be handed over to the seller for the complaint procedure complete in their original packaging or in packaging that will sufficiently protect the goods during transport.
5. The complaint, including the removal of the defect, must be settled and the buyer must be informed of this no later than 30 days from the date of filing the complaint, unless the seller and the buyer agree on a longer period.
6. If the buyer is obliged to take back the goods subject to complaint from the seller, regardless of the method of handling the complaint, the buyer is obliged to take delivery of the goods from the seller without undue delay, but no later than 10 days from the date of handling the complaint
complaint, the buyer is obliged to take delivery of the goods from the seller (at the place where the goods were handed over to the seller, unless another place of delivery is agreed with the seller).
7. In the event of exercising the right to exchange goods or withdraw from the contract, the buyer is obliged to return the goods to the seller, including all accessories that were the subject of the purchase.
8. The complaint form must be completed, printed, signed and sent (or handed over in person) to the seller (or attached to the goods being complained about), or scanned and sent to the seller's email address.
9. For further details on the scope, conditions and manner of exercising rights arising from liability for defects (complaints), see the seller's complaints procedure.

Date: _____

Buyer's signature: _____

Seller:

Kamil Závodný, with registered office at Vídeňská 1025/20, Brno - Štýřice,
639 00, ID No.: 66168279, VAT No.: CZ7507275479

Please send or deliver the goods subject to complaint in person to the following address:
Medical Seeds, Nákladní 438/17, 746 01 Opava

Date of receipt of the complaint:

Complaints are handled by:

Complaint handling:

Date of complaint handling: _____

Seller's signature: _____