

[Fill out this form and send it back only if you want to claim goods at the statutory time. The form must be printed, signed and sent scanned to the e-mail address below, or inserted into the returned item.]

Addressee

Online shop: www.cleancosmetics.cz
Company: CleanCosmetics s.r.o.
Registered office: Opletalova 1535/4, Nové Město, 110 00 Prague 1, Czech Republic
ID / DIČ: IČ: 02109425
Email address: info@cleancosmetics.cz
Telephone number: +420 777 981 598

Consumer:

Name and surname:
Address:
Telephone and e-mail:

Application of defective performance (claim)

Dear,

on () I made an order in your shop (*) (order specification below). However, my purchased product shows these defects (* here is a detailed description of the defect). I require the complaint to be handled as follows: (* here is the detailed way to describe the requested method, for example - "since this is a removable defect, I request the product to be repaired at the latest within 30 calendar days. At the same time, I am asking for a written confirmation of claim, indicating when I applied the claim, what is the content of the claim together with my claim for repair / replacement, and then confirming the date and the manner of processing the claim, including the confirmation of the repair and its duration if it is a repair, not a replacement).*

Order date (*) / date of receipt (*)

Order Number:

**The money for ordering, or even for delivery, was sent in a way (*)
and will be returned back (in case of transfer to account please send account number) (*)**

Name and surname of the consumer:

Consumer Address:

E-mail:

Phone: (*)

Delete as appropriate or add the data.

V (fill in space here)

, Day (here add date)

(signature)

Name and surname of the consumer

List of attachments:

Invoice for ordered goods No. (*)

General Lessons to Claim

You are required to prove the purchase of the item as a consumer by submitting a purchase receipt, if any, in a sufficiently plausible manner.

As a consumer, you can not claim rights from defects that you yourself caused or knew about your purchase. As well as the defects we have agreed with you, as seller and consumer, to reduce the price. We do not even answer for normal wear and tear.

Complaints must be submitted within 24 months at the latest. The claim must be applied immediately in order to avoid the extension of the defect and, as a consequence, to reject the complaint. By promptly announcing the defect after it appears, you can ensure that the complaint is handled smoothly.

The complaint is resolved only after we notify you. If the statutory deadline expires, consider it a material breach of contract and you may withdraw from the sales contract.