

## Goods complaint



**Chandeliers**  
&  
Crystal glass works of Art

### **Complaint Procedure:**

Let us know about the complaint immediately by phone or e-mail.

Email: sales@vesteglass.com, Mobile: +420 721.724.849

We handle possible claims in accordance with the applicable law regulations of the Civil Code.

We will always try to help you with any problem.

For all goods, the statutory warranty period is 24 months, unless the product states otherwise.

### **Entitlement to a claim may be terminated if:**

- The goods have been damaged during transport (Appropriate damage to the goods or its packaging must be resolved with the carrier immediately. The Purchaser isn't obliged to take over such goods from the carrier and must inform the Seller immediately of the damage found).
- The goods have been damaged by improper use.
- Goods that show signs of wear and tear by normal use.

### **Complaint procedure:**

Let us know about the complaint immediately by phone or e-mail.

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Don't send the goods without prior arrangement, it's usually sufficient to send a photo and a description of the defect by e-mail.

Download a TEMPLATE of complaint document [here](#).

### **Withdrawal from the agreement:**

In accordance with § 1829 (1) of the Civil Code, the Purchaser may withdraw from the agreement within 14 days of receipt of the goods.

If you decide to withdraw within this time limit, we ask you to comply with the conditions below. When you've met the conditions, the purchase price will be refunded.

1. the product that you send to our address within the withdrawal of the agreement must not show signs of use, must be undamaged and complete with the original proof of purchase. Don't send the goods on cash delivery, this won't be accepted.

2. the withdrawal of the agreement is effective if it's delivered within 14 days of receipt of the performance, in the case of non-fulfilment of condition 1) a valid withdrawal occurs, but the Seller may claim the right against the purchaser to reduce the value of the returned goods due to unjust enrichment.

3. in the case of non-fulfilment of condition 2) there is no valid withdrawal from the agreement for the Purchaser and the goods will be returned at the sender's expense. Send the goods by registered mail, preferably with the insurance, as we don't guarantee loss or damage during the journey to us (registered mail doesn't mean cash on delivery).

Once all the above conditions for the return of goods have been fulfilled, we will send the money for the goods by bank transfer to your account or your address within 14 days after physically receiving the goods.

**Non-acceptance of the delivery:**

In the case of non-acceptance of the goods within the stipulated period from Czech Post or a courier and return the goods back to the Seller, the Seller is entitled to obtain compensation for the postage paid and the costs of the tax document. Authorised billing for this amount arises 14 days after the undeliverable status has been stated by the carrier.

## COMPLAINT SHEET – Complaint application

**Purchaser:**

Name and surname:

Address:

Phone:

E-mail:

**Seller:**

Ing. Zdeněk Kleprlík - Veste Glass

Dědinova 2011/19, 148 00 Prague 4

Czech Republic (The European Union)

Business ID No.: 865 66 962, Tax ID No.: CZ7009072840

**Claimed Goods**

Item description:

Order number:

Date of sale:

Purchase document number (or order form):

Description of the defect:

**Preferred way to handle the claim:**

(Circle the preferred option)

1. Repair
2. Replacement
3. Discount
4. Withdrawal from the agreement

I am expecting settlement of the complaint within the legal deadline of 30 calendar days at the latest. At the same time, I am asking for written confirmation of the claim, indicating when I exercised my right, the content of the complaint together with the selected claim, and then issuing a confirmation date and manner of processing the claim, including the duration date.

**Claim date:**

**Purchaser's signature:**