

Complaints Procedure

- When asserting a complaint, we will issue a written confirmation containing:
 1. The date on which you asserted the complaint.
 2. The content of the complaint.
 3. The resolution method you are requesting for the complaint.
 4. Your contact details for providing information about the resolution of the complaint.
- If we do not agree on a longer period, we will rectify the defects and provide you with information on the complaint resolution to the specified contact details within 30 days of receiving the complaint. If this period elapses without resolution, you have the right to withdraw from the contract or demand a reasonable discount.
- We will inform you by email about the resolution of the complaint and issue a confirmation of the date and method of resolution. If the complaint is justified, you are entitled to reimbursement of reasonably incurred expenses. You are obligated to prove these costs, such as with receipts or confirmations of transportation costs. In the case of rectifying the defect by supplying new goods, it is your responsibility to return the original goods, but we cover the costs of this return.
- If you are a business entity, it is your obligation to report and object to the defect without undue delay, after you could have discovered it, but no later than three days from the receipt of the goods.
- If you are a consumer, you have the right to assert rights from defective performance for a defect that occurs in consumer goods within 24 months of taking over the goods.

YOU CAN ASSERT A COMPLAINT ONLY IN COMPLIANCE WITH THE TERMS AND CONDITIONS.