



The form shall be completed for the purposes of:

The Seller:

- Complaint
- Replacement of goods
- Withdrawal from the Purchase Agreement
- Return of goods within the legal 14-day period without giving a reason (applies only to on-line purchases)

BOHEMATIC s.r.o.
 Sídlo společnosti:
 Do Čertous 2622/14
 193 00, Praha 9 – Horní Počernice
 Company ID No.: 06686125,
 VAT Reg. No.: CZ06686125

Place of business – Complaints
 Department:
 Komenského 10
 549 01, Nové Město nad Metují
 info@bohematic.cz
 www.bohematic.cz

Based on your request for the exercise of the right from defective performance, hereinafter referred to as a „complaint“, we will send you a written confirmation of the complaint and information about the date and manner of its processing. The date of delivery of the complete claimed goods to the address of the place of business is the date of exercise of your right. Goods will be accepted for complaint proceedings under the conditions specified in the General Terms and Conditions of the company Bohematic s.r.o. The complainant acknowledges and agrees that he/she may be charged with the costs associated with an unwarranted complaint. When applying the complaint, we will follow the General Terms and Conditions and the Warranty and Post-Warranty Service of Bohematic s.r.o., and the following legislation: Consumer Protection Act No. 634/1992 Coll. (Section 13, Section 19) and the Civil Code, Act No. 89/2012 Coll. (Section 2002, Section 2106, Section 2107, Sections 2158–2174). We undertake to settle the complaint as soon as possible.

Customer:

Name and Surname:

Address:

Phone:

Email:

Return address for sending the goods (if identical to the above, do not fill in!):

Identification of goods:

Number of invoice:

Date of purchase:

Identification of a particular product (serial number, type of goods):

Detailed description of the defect – detailed specifications:

Condition:

I hereby ask you to

Settle the complaint by repairing the purchased goods

Refund to the account due to withdrawal from the Purchase Agreement, on the basis of which the above goods were ordered / received on

ordered/received the above goods.
 I request a refund to the account:
 Account No.:

IBAN:

Settle the complaint by exchanging the purchased goods for new ones

Refund to the account due to Return of goods within the legal 14-day period without giving a reason (applies only to online purchases).
 I request a refund to the account:
 Account No.:

IBAN:

Settle the complaint with a reasonable discount on the price of the goods

Another way (detailed description):

By signing the Form for claiming/returning goods, the Buyer confirms that he/she has become acquainted with the Terms and Conditions and he/she fully agrees with them.

In:

On:

Buyer's signature: