



Complaint

form (Fill in this form and send it back only if you want to complain about the goods at the legal time. The form must be printed, signed and sent scanned to the e-mail address below, or inserted into a shipment with returned goods) .

Address for sending the consignmentRegistered

Company: AVEX SPORT sro
office: Smetanova 2401, 76001 Zlín, Czech Republic
IČ / DIČ: 26974274 / CZ26974274
E-mail address: info@avexski.cz
Telephone number: 577 002 760

Consumer

Name and surname of the consumer:

Address of the consumer :

E-mail:

Phone:

Exercising the right from defective performance (complaint)

Date of order or date of receipt:

Order or invoice number:

Method of payment:

In case of return, send funds to account number:

Bank code: The

product purchased by me shows the following defects:

Method Complaint handling (For example: As this is a remediable defect, I request a repair of the product no later than the statutory period of 30 calendar days.):

Date of filling in the form:

Signature:

General instructions for making a complaint

- As a consumer, you possibly in another sufficiently credible manner.
- As a consumer, you cannot claim rights from defects that you have caused yourself or that you knew about at the time of purchase. Similarly, for defects for which we have agreed with you, as the seller and consumer, to reduce the price. We are also not responsible for normal wear and tear.
- Complaints must be made no later than 24 months. Complaints must be made immediately in order to prevent the spread of the defect and, as a result, to reject the complaint. By notifying the defect in good time after it appears, you can ensure the smooth handling of the complaint.
- The complaint is settled only when we notify you. If the statutory deadline expires, consider it a material breach of contract and you can withdraw from the purchase contract.