



# COMPLAINTS PROCEDURE

## **PINNIUM s.r.o.**

Residence: Za Pazdernou 2573/8, 397 01 Písek

EU VAT No.: CZ10901442

Contact: [pinnium@pinnium.cz](mailto:pinnium@pinnium.cz), [www.pinnium.cz](http://www.pinnium.cz)

# COMPLAINTS PROCEDURE



## 1. COMPLAINTS

- 1.1 The Buyer is obliged to check the contents of the delivery upon receipt of the shipment from the carrier. If the contents of the delivery are not complete, the goods are damaged or the goods do not correspond to the one stated on the enclosed invoice, the Buyer complains about the consignment directly to the carrier. If it is not possible for objective reasons to check the delivery immediately upon receipt of the shipment from the carrier, the Buyer is obliged to do so without undue delay and immediately inform the Seller about the detected defects - the company PINNIUM sro, with its registered office at Za Pazdernou 2573, Budějovické Předměstí, 397 01 Písek, EU VAT No.: CZ10901442, entered in the Commercial Register kept by the Regional Court in České Budějovice, Section C, Insert 31090 (hereinafter referred to as the "Seller").
- 1.2 The Buyer is obliged to file a complaint against the Seller to the e-mail address reklamace@pinnium.cz or by registered letter to the address of the Seller's registered office Za Pazdernou 2573, 397 01 Písek, without undue delay from the discovery of the defect. When making a complaint against the Seller, the Buyer is obliged to state his contact details, a description of the defect and a request for the method of handling the complaint according to the terms and conditions of the Seller. Unless the Seller explicitly states otherwise, it is necessary for the Seller to take over the goods in order to file a complaint. Unless otherwise agreed between the parties, the seller will ensure the immediate transport of the goods for complaint.
- 1.3 To simplify the complaint, the Buyer is recommended to use the complaint form, which is available at [www.pinnium.cz](http://www.pinnium.cz), in which all the data for quick and trouble-free handling of the complaint are listed.
- 1.4 The Buyer is obliged to prove the purchase of goods from the Seller with a proof of purchase and that the defect was claimed during the warranty period.
- 1.5 The Seller is obliged to immediately, no later than within 3 (three) working days from the filing of the complaint, decide on the complaint, or that a professional assessment is required for the decision.
- 1.6 The Seller shall handle the complaint, including the elimination of the defect, without undue delay, no later than within 30 (thirty) days of its application, unless the Seller and the Buyer agree in writing on a longer period. After the expiration of this period, the Buyer has the same rights as if it were a material breach of contract.
- 1.7 The warranty period is extended by the time from the claim to its settlement or until the time when the Buyer was obliged to pick up the item. If the goods or part thereof are exchanged, the Seller's liability shall apply as if it were a purchase of new goods or part thereof.
- 1.8 In the case of a justified complaint, the Buyer is entitled to compensation for the costs expediently incurred.
- 1.9 If it is not possible to monitor the status of the complaint online, the Seller undertakes to inform the Buyer of the complaint by e-mail or via SMS.

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## 2. RETURN OF GOODS

If the Buyer withdraws from the purchase contract in accordance with the terms and conditions of the Seller or under other legal conditions stipulated, he is obliged to send the goods back to the Seller, within 14 days of withdrawal from the purchase contract. The goods must be undamaged, complete (including accessories and instructions), in suitable packaging and with a copy of the proof of purchase.

## 3. UNJUSTIFIED COMPLAINT

In case of an unjustified complaint (if the reported defect is not found, or if it is a defect not covered by the warranty), the Seller may demand that the Buyer reimburse the costs incurred.

Team  
**PINNIUM s.r.o.**

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## COMPLAINT FORM

### COMPLAINT PART – to be filled in by the Buyer:

Company / Name:

Contact person:

CIN:

Phone:

E-mail:

EU VAT No.:

Notes:

Claimed goods:

Date of purchase:

Invoice number:

Defect description:

By signing the complaint form, the Buyer confirms that he has read the complaint procedure and agrees with it.

Date:

Signature:

### SERVICE PART – to be filled in by the Seller

Statement on the described defects:

Complaint result:

Date

Signature

Complaint number