

Complaint Protocol

This form is used to file a complaint, whether the Goods are handed over in person at the store or the complaint is sent remotely (by e-mail/post). For a remote complaint, the Customer sends the completed and signed protocol together with the claimed Goods and the attachments required under Article 5.3 of the Terms and Conditions (photo documentation of the defect and of the production label). A complaint may also be filed in another demonstrable form, provided it states all the information contained in this form.

Seller's Details

Addressee:

SIV.cz, Hřebečská 2678, Kladno 272 01, email: info@siv.cz, phone +420 321 003 002

Customer's Details

- Full name / company:
- Address:
- E-mail: Phone:
- Invoice / order number:

Details of the Claimed Goods

- Name of the Goods:
- Manufacturing/serial number per the production label (not required if a photo of the production label is attached):
- Date received:

Description of the Defect

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Requested Method of Handling (non-binding statement by the Customer)

- ☐ Repair
- ☐ Replacement of the defective part
- ☐ Replacement of the entire Goods
- ☐ Other (please specify):

Declaration and Consent to a Possible Extension of the Handling Period

☐ tick if you agree with the following paragraph

I acknowledge that we handle complaints as quickly as possible, but for defects whose resolution requires replacement of a defective part by the manufacturer of the Goods (i.e., sending the Goods, or part of them, outside the Seller's premises), we cannot control how quickly the manufacturer carries out the replacement. For this case, I agree that the period for handling the complaint may be extended to up to 60 days from the date the claimed Goods are received by the Seller.

While a complaint for which consent has been given under this declaration is being handled, we may offer you the free loan of a replacement aid at zero rent, if such an aid is currently available (see Article 5.6 and Articles 9.9–9.11 of the Terms and Conditions).

Date: Customer's signature:

Handling of the Complaint (to be completed by the Seller)

- The complaint is: ☐ recognized as justified ☐ rejected
- Actual method of handling: ☐ Repair ☐ Replacement of the defective part ☐ Replacement of the entire Goods ☐ Other (please specify):
- Brief description of the handling / justification (especially in the case of rejection):
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- Extended liability period (36 months) granted: ☐ Yes ☐ No ☐ Not applicable

Date complaint handled:

For the Seller – name and signature:

The Customer receives the completed Complaint Protocol in person when the matter is handled at the store, or it will be sent to them electronically after the complaint has been handled.