



## Complaint form

Fill in this form and send it back only if you wish to complain about the goods in the warranty period. Please print out the form, sign it and send a scan to the e-mail address below, or put it in the package with the goods to be returned.

### Recipient (Seller)

E-shop: [www.locomotif.store](http://www.locomotif.store)

Seller: Ivana Freitag

Based: Mechovka 209, 190 14 Praha 9 – Klánovice, Czech Republic

Reg. No.: 08866040

E-mail: [info@locomotif.store](mailto:info@locomotif.store)

### Consumer (Buyer):

Name and surname: .....

Consumer's address: .....

E-mail:.....

Phone: .....

Assertion of the right arising from defective performance (complaint)

Dear Sir or Madam,

On....., I created an order in your shop.....(specification of the order below). However, the product I purchased has the following defects: .....

.....

I request to settle the complaint as follows

.....

.....



At the same time, I ask you to issue a written confirmation of the complaint stating when I exercised the right, what is the content of the complaint together with my claim for repair/exchange and subsequently confirmation of the date and method of handling the complaint, including confirmation of the repair and its duration (if it is a repair, not an exchange).

1. Order date:.....Date of receipt:.....
2. Order number:.....
3. The payment for the order (and delivery, if relevant) was sent as follows: .....  
and will be returned as follows.....  
(in case of wire transfer, please state your bank account number)  
.....  
.....
4. Consumer's name and surname:.....
5. Consumer's address:.....
6. E-mail: .....
7. Phone: .....

Place and date .....

-----  
Consumer's name and surname

**List of annexes:**

Invoice for ordered goods No. ....



### ***General instructions for complaints***

*As a consumer, you are obliged to prove the purchase of the item by submitting a purchase document or in any other sufficiently credible manner.*

*As a consumer, you cannot exercise rights arising from defects that you caused yourself or knew about when you made the purchase. The same applies to defects for which we, i.e. the Seller and the Consumer, have agreed on a price reduction. We are not responsible for normal wear and tear.*

*The complaint must be made within the 24-month period. The complaint must be made without delay, so as not to extend the defect, which could lead to a rejection of the claim. By early notification of the defect after it appears, you can ensure smooth handling of the complaint.*

*The complaint is settled only if we inform you about it. If the legal period expires, consider this to be a material breach of contract and you may withdraw from the purchase contract.*