

Complaints Procedure

Basic provisions

This Complaints Procedure regulates the procedure for claiming goods purchased from BcA. Ladislav Mariaš.

Warranty

The warranty applies to defects in the goods that already existed when the buyer took over the goods.

Consumer protection

When making a claim, the consumer is governed by Act No. 89/2012 Coll., the Civil Code, and Act No. 634/1992 Coll., on Consumer Protection.

Making a claim

The buyer can file a claim by mail at Jistebník 437; 74282.

Before making a claim, please email us at ladislavmarias@gmail.com in the form:

Subject: Complaint + order no.

Complaint handling

A decision on the complaint will be made within 30 days of the complaint being made.

If the claim is accepted, the goods will be repaired or replaced. If this is not possible, the purchase price will be refunded to the buyer.

Complaints

In the event that the buyer is not satisfied with the handling of the complaint, he/she may file a complaint with the Czech Trade Inspection Authority.

Other provisions

This Complaint Procedure is valid and effective from 02.09.2023.

Change to the Complaints Procedure

Ladislava Mariaš reserves the right to change this Complaints Procedure. The buyer will be informed about the change of the Complaints Procedure on the website <http://thecelloboys.cz/>.