**Complaints Procedure**

The rights and obligations of the parties regarding the seller's liability for defects, including the seller's warranty, are governed by the relevant generally binding regulations (in particular the provisions of Section 612 et seq. Of the Civil Code). The seller is liable to the buyer for the fact that the item sold is in conformity with the sales contract, in particular that it is defective. Conformity to a sales contract means that the item being sold has the quality and utility properties required by the contract, the seller, the manufacturer or his agent described or the expected advertising, or the quality and utility of the kind of thing that is customary to comply with the requirements of the law , is in the appropriate quantity, degree or weight and corresponds to the purpose which the seller states for the use of the item or for which the thing is usually used. In the event that the buyer is not in compliance with the Purchase Agreement ("Contract with the Purchase Agreement"), the Buyer has the right to bring the item free of charge and without undue delay to the condition corresponding to the Purchase Agreement, as required buyer either by replacing the item or by repairing it; if such a procedure is not possible, the buyer may require a reasonable discount on the price of the item or withdraw from the contract. This is not the case if the buyer knew, prior to taking over the item, the breach of the purchase contract or caused the contradiction with the purchase contract. A conflict with a sales contract that occurs within six (6) months from the date of receipt of the item shall be deemed to be a conflict existing at the time of its acceptance unless it is inconsistent with the nature of the thing or unless otherwise proven. If the goods are not damaged or used quickly, the seller is responsible for defects that will appear as a conflict with the purchase agreement after taking over the item during the warranty period (warranty).

Buyer's rights arising from seller's liability for defects, including seller's warranty, are claimed by the buyer at the seller's address at his / her premises. All claims the buyer claims against the seller at: Pavel Jirovský Bohemia Crystal Glass, Palace I.P.Pavlova -4.th floor, I.P.Pavlova Square 1789/5, Prague 2, 120 00. It is also possible to notify the defect by phone +420 737 463 938 or by e-mail bohemia@bohemiacrystal-eshop.com to speed up the complaint.

In the case of delivery of the ordered goods through one of the contractual carriers of the seller, we recommend that the buyer check that the goods are not defective due to shipping. If so, it is advisable to write down the damage record with the carrier and not take the goods. Should such a situation occur, we recommend that the buyer immediately inform the seller of this fact. The buyer is obliged to notify the seller of defects without undue delay upon their discovery. We recommend the following for the complaint: Written notice of the defects found is submitted by the buyer at: Pavel Jirovský Bohemia Crystal Glass, Palace I.P.Pavlova -4. floor, I.P.Pavlova Square 1789/5, Prague 2, 120 00. To speed up your complaint, you can also report a defect by phone at +420 727 828 659 or by e-mail: bohemia@bohemiacrystal-eshop.com. In order to speed up the complaint, it is advisable to provide the invoice number, a description of the defect or the exact determination as to the defect, the number of defective pieces indicating the product number, or other information describing the defect of the claimed product. The warranty period begins to run from the date the buyer took over the goods. The warranty period is 24 months.

The Seller is required to process the claim without undue delay, no later than 30 days from the date of its delivery or from the date of delivery of the goods claimed. Complaint protocol and complaint handling information will be delivered (in writing or by email) to the customer within 30 days of receipt of the claimed goods. For the purposes of assessing whether the claim has been applied in accordance with the above deadlines, the filing date for the registered letter of claim is decisive. Depending on the type of defects and the nature of the goods, in accordance with the legislation in force in the Czech Republic, the eligible claim will be resolved by repair, exchange of goods or return of the paid purchase price. The seller does not assume responsibility for damages resulting from the operation of the products, functional properties and damage caused by improper use of the product, as well as damage caused by external events and incorrect handling. Defects of this origin are not covered by the warranty. In the case of a legitimate complaint, the customer is entitled to a refund of the postage in the required amount. Postage dispatches with goods and goods exchanged after claim is paid by the seller. In the case of an unjustified complaint, the customer is not entitled to the refund of his / her costs related to the handling of the claim.

In Prague

Ing. Pavel Jirovský Bohemia Crystal Glass