



Complaint

Complaint terms and conditions

1.

If a defect occurs in the purchased goods, the customer has the right to make a complaint about that defect.

2.

The warranty period for goods is 24 months. The warranty period must not be confused with the service life of the goods, i.e. the period during which the goods, when properly used, cared for and maintained, may last in view of their properties, purpose and varying intensity of use.

3.

A complaint must be made without undue delay as soon as the defect appears. Any delay while continuing to use the goods may worsen the defect and result in deterioration of the goods, which may be grounds for rejecting the complaint.

4.

A defect means a change in the properties of the goods caused by the use of unsuitable or poor-quality materials, failure to comply with manufacturing procedures or unsuitable design.

5.

A defect does not include a change in the properties of goods that occurs during the warranty period as a result of wear and tear, improper use, insufficient or unsuitable maintenance, or natural changes in the materials from which the goods are made, or any damage caused by the user or a third party or other improper interference.

6.

If, after receiving the goods, the buyer finds that the goods differ from those ordered or are defective, they shall contact the seller within 7 days by email at info@goldbee.cz.

7.

A complaint is deemed to have been duly made if the goods being claimed are complete and the complaint is not prevented by general hygiene requirements. The customer must submit the claimed goods clean and hygienically safe. Czech Soul s.r.o., which operates the GoldBee.cz online store, is entitled to refuse to accept goods for complaint proceedings if they do not comply with hygiene regulations and general hygiene requirements.

8.

The customer makes a complaint by sending the goods together with a completed complaint form and invoice (proof of purchase) to: Czech Soul s.r.o., Karásek 2262/1i, Brno, 621 00, Czech Republic

9.

The complaint, including the removal of the defect, will be handled without undue delay, no later than within 30 calendar days from the date it is made.

Seller:

Czech Soul s.r.o.
Karásek 2262/1i
621 00 Brno
Czech Republic
info@goldbee.cz
+420 720 020 074

Buyer:

Full name: _____
Street and house no.: _____
City and postal code: _____
Country: _____
E-mail: _____
Telefon: _____

Order number: _____

Purchase date: _____ Complaint request date: _____

Goods being claimed:

Name: _____

Product code: _____

Complaint description:

Name: _____

Product code: _____

Complaint description:

IBAN: _____

Buyer signature: