

Claim Form

(fill in this form and send it back only if you want to claim the goods within the legal period. The form is need to print, sign and send to the mailing address below, or insert it into the shipment with returned goods).

Addressee

E-shop: **www.czechbeertaps.com**
Company: **COLIBRIS FLIGHT s.r.o.**
Correspondence address: **Zámostní 1155/27, Slezská Ostrava, 710 00 Ostrava**
e-mail address: **info@czechbeertaps. Com**
Phone Number: **+420 733 579 671, +420 606 039 236**

(fill in details below)

Consumer:

My name and surname:
My address:
My phone and email:

Exercise of the right from defective performance (complaints)

Weighing

of the day..... (*) I am in your shop (*) created the order (see below for order specifications).
However, the product I purchased shows thefollowing:

.....
.....
..... (* here you need to describethe defect in detail at).

I request to settle the complaint as follows:

.....
.....
.....
.....

(* here it is necessary to describe in detail the required method of process in; for example - "since it is a removable defect, I request the repair of the product no later than within the statutory period of 30 calendar days). At the same time,I ask you to issue a written confirmation of the claim stating when I exercised the right, what is the content of the complaint together with my claim for repair / replacement, and then confirmation of the date and method of settlement of the complaint, including confirmation of the repairand its duration(in the case of repair, not replacement).

- **Date of ordering:** (*) / **date of receipt:** (*)
- **Order number:** (*)
- **Monetary media for ordering, or even for delivery, were sent:** (*) (fill in how) **and they will be returned in the manner** of (*)
(in case of water on account please fill in the account number)
- **Name and surname of the consumer:** (*)
- **Consumer address:** (*)
- **Email:** (*)
- **Phone:** (*)

In **On:**
(place) (date)

Name, surname and signature of the consumer

(*) Delete or add the data that is not applicable.

List of Annexes:

1. Invoice for ordered goods No. (*)

General instructions on how to file a claim

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

As a consumer, you cannot exercise rights from defects that you yourself have caused or that you knew about when making a purchase. The same applies to defects for which we have agreed with you, as the seller and consumer, to reduce the price. We are also not responsible for the normal wear and tear of the item.

The complaint must be filed within the 24-month period at the latest. The complaint must be filed immediately in order to avoid the spread of the defect and, as a result, the rejection of the complaint. By timely notification of the defect after it appears, you can ensure a smooth settlement of the claim.

The complaint is settled only when we notify you of this. If the statutory period expires, consider this to be a breach of contract and you can withdraw from the purchase contract.