**Complaint form**

(fill out this form and send it back only if you want to claim the goods at the lawful time. The form must be printed, signed and sent scanned to the e-mail address below, or inserted into the package with returned item).

**Addressee (seller):**E-shop: **www.mpjet.com/shop**

Company: **MP JET s.r.o.**

Based: **Lazenská 578, 37311 Ledenice**

IČ: **26041251**

VAT: **CZ26041251**

E-mail address: **mpjet@mpjet.com**

Phone number: +**420387410167**

**Consumer:**

Name and surname:

Address:

Phone and e-mail:

**Application of defective performance (claim)**

Dear,

on (\*) I made an order from your store (order specification below). However, the purchased product shows the following defects (\* here the fault is to be described in detail):

I request the complaint to be handled as follows: (\* here goes detailed description of the requested method of processing, for example - "since this is a removable defect, I request the repair of the product at the latest within 30 calendar days“).

At the same time, I am requesting a written confirmation of the claim, indicating when I applied the complaint, what is the content of the claim together with my claim for repair / replacement, and then confirming the date and manner of processing the claim, including the confirmation of the repair and its duration if it is a repair, not a replacement).

**• Name and surname of the consumer:**

**• Consumer Address:**

**• Email:**

**• Telephone:**

**• Order date (\*) / date of receipt (\*)**

**• Order Number:**

**In  *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***, **on** \_\_\_\_\_\_\_\_\_\_\_\_\_\_

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Consumer’s signature**

*(\*) Cross out the inappropriate or fill in the information*

**List of attachments:**

1. Invoice for ordered goods No. (\*)

***General instructions for claiming***

*You must prove the purchase of the item as a consumer by submitting a purchase receipt, possibly another confirmation, in a sufficiently credible way.*

*As a consumer, you can not claim rights from defects that you yourself caused or knew about at the time of your purchase. As well as the defects we have agreed with you, as a seller and a consumer, to reduce the price. We do not answer for normal wear and tear.*

Complaints must be submitted within 24 months at the latest. The claim must be applied immediately in order to avoid the extension of the defect and, as a consequence, to reject the complaint. By promptly reporting the defect after it appears, you can make sure that your claim is dealt with smoothly.

The complaint is only dealt with when we notify you. If the statutory deadline expires, consider it a substantial breach of contract and you may withdraw from the sales contract.