



Fill in this form and send it back only if you want to claim the goods within the lawful time. The form is required to be printed out and signed, scanned and sent to the e-mail address below. It may also be enclosed with the products return.

Seller (addressee)

COMPANY VirginGrip s.r.o.	REGISTERED OFFICE Tisá 382, 403 36 Tisá Czech republic	VAT NR / ID CZ05579406	E-MAIL sales@virvingrip.com	TELEPHONE +420 724 482 300
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Consumer

Customer's name(s) and surname		Customer's e-mail address
<input type="text"/>		<input type="text"/>
Address		City
<input type="text"/>		<input type="text"/>
Postal code	Country	Telephone number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Application of defective performance (claim)

To whom it may concern, Date of purchase (*) I placed an Order in your Shop (*) (Order specification below). However, the purchased product features the following defect(s) (* Defect specifications). I require the following complaint to be handled as follows: (*describe your request, e.g. - „Providing this is a soluble defect, I request the product to be repaired within the maximum time of 30 calendar days. At the same time, I require a written Claim confirmation, indicating the date of my Claim, the content of the Claim together with the Repair/Replacement claim as well as the date of return specifications. Way of handling the claim, including the confirmation of the repair and its duration, providing it appears essential to be repaired).

Order date (*)	Acceptance date (*)	Order number
<input type="text"/>	<input type="text"/>	<input type="text"/>

The payment for the ordering or delivery, was made via (*) and shall be returned (for money transfer, please state the account number) (*)

<input type="text"/>	<input type="text"/>
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Customer's name(s) and surname		Customer's e-mail address
<input type="text"/>		<input type="text"/>
Address		City
<input type="text"/>		<input type="text"/>
Postal code	Country	Telephone number
<input type="text"/>	<input type="text"/>	<input type="text"/>

(*) Delete if inappropriate or complete the data.

In: (location specification)
Date: (state the issue date)

List of attachments:

1. Order Invoice No. (*)

Signature - Customer's name(s) and surname



General Claim Guidance

A consumer is required to prove the purchase of the case by submitting a purchase receipt, if not submitted in other sufficiently plausible manners.

A consumer is not entitled to claims providing the occurring defects were caused on the consumer's behalf or providing the consumer was fully aware of the defect at the time of the purchase act.

A consumer is not entitled to Claims providing such defects, due to which the price had been reduced, were agreed on the Seller's and the Customer's behalf. The Seller takes no responsibility for defects caused by customary wear and tear.

Complaints must be submitted within 24 months at the latest. The Claim must be applied immediately in order to avoid further damage, which, as a consequence, led to the Complaint. To guarantee the Complaint is dealt with properly, an immediate defect announcement is essential.

The Complaint is considered only upon our prior notification. Providing the Statutory deadline has expired, it is considered a Contract Breach and the Customer is entitled to withdraw from the Sales Contract.

