**Claim form**

(Fill in this form and send it back to us only if you want to claim goods within the legal period. The form must be printed, signed and sent as a scan to the e-mail address below, eventually it can be sent together with the returned goods).

**Receiver**Internet Shop: [www.mujsain.cz](http://www.mujsain.cz)  
Company: GlobeTech Innovation s.r.o.  
Registered office of the company: Kořenského 1107/15, 150 00 Prague 5  
Ident. No.: 03586570  
E-mail address: [info@mujsain.cz](mailto:info@mujsain.cz)  
Telephone number: +420 605 111 532

**Consumer**My first and last name:  
My address:  
My e-mail address and telephone number:

**Assertion of the right due to defective performance (complaint)**

Dear Sir or Madam,   
I placed an order (see below for order details) in your store (\*) on (\*). However, the product I ordered has the following defects (\* here the defect must be described in detail). I request that the complaint be rectified in the following manner: (\* here the desired manner of rectification must be described; e.g.: "since it is a remediable defect, I request repair of the product 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 made the claim and what I claimed, together with my claim for exchange.  
  
  
**1. order date (\*)/date of delivery (\*)  
2. order number:  
3. financial means for the order, possibly also for the delivery, have been sent (\*) and will be returned in the following way (in case of bank transfer, please indicate the account number) (\*)  
4. first and last name of the consumer:  
5. consumer's address:   
6. e-mail address:  
7. telephone number:   
  
(\*) Delete where not applicable or add data.**

**............................., at .............................**

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

**Signature**

**List of attachments:**

**1. invoice for the ordered goods no. (\*)**  
  
  
**General instructions on how to make a claim**  
As a consumer, you are obliged to prove the purchase by means of a purchase receipt, or in another sufficiently credible way.   
  
As a consumer, you cannot assert your rights based on defects that you caused yourself or that you knew about at the time of purchase. This also applies to defects for which we granted you a discount in the seller/consumer relationship. We are also not liable for the normal wear and tear of a product.   
A complaint must be made within a period of 24 months at the latest. A complaint must be made immediately, so that the defect cannot spread and the complaint does not have to be rejected subsequently. By submitting a complaint in time after the defect has appeared, you can ensure that the complaint will be settled without any problems.   
  
The complaint is not settled until we inform you about it. If the legal deadline has passed, you can consider this as a material breach of contract and withdraw from the purchase contract.