

# Customer complaint record sheet

Which could have arisen by concluding between the parties in accordance with Section 1751, paragraph 1 of Act No. 89/2012 Coll., the Civil Code, according to the VODP of Pro Tool Solutions s.r.o., which forms an integral part of the purchase contract

## **Pro Tool Solutions s.r.o.**

with registered office: Rybná 716/24, Prague, Old Town, ZIP code: 110 00

Registration number: 19117507

represented by Dan Moses, Managing Director

(hereinafter referred to as: COMPANY)

AND

Complaining customer

Name and surname:.....

Registration number: .....

Address:.....

Telephone and e-mail.....

(hereinafter referred to as: CUSTOMER)

Sends the complaint to the COMPANY at the address:

Pro Tool Solutions s.r.o.

Školní 587, 35751 Kynšperk nad Ohří

On.....

# Exercising the right to defective performance (complaint)

Dear business friends,

on ..... I am at your premises Školní 587, 35751 Kynšperk nad Ohří / in your e-shop /

it was delivered to me at the address:..... (cross out where not applicable)

purchased the following equipment:

which showed this error:

Since this is probably a repairable defect, I ask you to repair the goods, no later than the statutory deadline 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 the claim is, along with my claim for repair, and then a confirmation of the date and method of handling the claim, including confirmation of the repair and its duration.

Thank you in advance for your positive handling

.....  
( signature)

Attachments:

Copy of purchase receipt