

Complaints – complaint form

(Complete this form and send it back only if you want to claim the goods within the legal period. The form must be printed, signed and sent scanned to the e-mail address below, or included in the shipment with the returned goods.)

Addressee (seller):

Company: GASTRO HOLDING CANDOLA, s.r.o.
With registered office: Královská 1086/14
IČO/DIČ: 2482 00 41 / cz 2482 00 41
E-mail address: info@candola.cz
Phone number: +420 283 853 242

Buyer (consumer):

Name and surname:

Address:

Phone and e-mail:

Claimed goods:

Marking of goods:

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Date of sale:

Purchase document number (invoice)

Description of the defect:

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Contents of the package when handed over to the complaint procedure:

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Preferred method of complaint handling:

(Before choosing the method of processing a complaint, please familiarize yourself with point No. 12 - Rules for complaints about damaged or incomplete shipments and point No. 13 - Complaints rules from the terms and conditions published on the website www.ancap.cz.)

- a) repair
- b) exchange
- c) discount
- d) withdrawal from the contract

I expect the complaint to be processed within the statutory period of 30 calendar days at the latest.

Date:

Signature of the buyer:

Send the claimed goods to the address:

GASTRO HOLDING CANDOLA, s.r.o.
U Továren 256
102 00 Praha 15 – Hostivař

General instructions for making a claim

As a consumer, you are obliged to prove the purchase of an item by presenting a proof of purchase, or in another, sufficiently credible way.

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

The complaint must be made within the 24-month period at the latest. Complaints must be made without delay in order to prevent the spread of the defect and as a result rejection of the complaint. By promptly reporting a defect after it appears, you can ensure a problem-free handling of the claim.

The complaint is only processed when we inform you about it. If the statutory period expires, consider it a material breach of the contract and you can withdraw from the purchase contract.