



www.pomuckyproneslysici.cz/en

Unie neslyšících Brno, sociální podnik, s.r.o.

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IČO: 29309158, DIČ: CZ29309158

Warranty Claim

Fill out this form and send it together with the goods.

Type of goods:

Date of purchase:

Description of the defect:
(Please describe the defect in detail)



.....
.....

Customer name:

.....

Address:

.....

Phone/SMS:

Email:

Return of repaired goods:

- Send by post/parcel delivery
- Prepare for in-person pickup

Goods for repair received by:

UNB employee

.....
Customer signature

Date:



Repaired goods were sent / collected on

Goods returned by

UNB employee

Goods received by.....

Customer signature



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General instructions for making a claim:

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

As a consumer, you cannot make a claim for a defect that you caused yourself or that you were aware of at the time of purchase. The same applies to any defects for which both parties, the seller and the consumer, have agreed on a price reduction. We are also not responsible for normal wear and tear of the item.

The claim must be made within the 24-month warranty period. Claims must be made without delay in order to prevent further deterioration of the item 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.