

SEGRA.SEGRA

COMPLAINT FORM

Did you receive a defective or damaged product? Or did something happen to your item after a few wears? You can claim it. **The warranty period for the goods is 24 months** and starts on the day of receipt of the goods.

The warranty period cannot be confused with the service life of the goods, i.e. the time for which, with proper use and proper care, including maintenance, the goods can last due to their properties, given purpose and differences in the intensity of their use. **The 2-year warranty does not apply** to excessive wear and tear of the goods due to improper use by the user (mechanical damage, incorrect washing, use of incorrect cleaning agents, etc.).

We accept only WASHED goods, free of all impurities and hygienically clean.

Do not wash the accessories in the washing machine, only by hand.

If you bring the goods unwashed, we can wash/clean them at our place, the price is CZK 300 + repair.

WASHED/CLEANED UNWASHED + 300 CZK

Attach the completed form to the product and take it or send it to the store.

The minimum time to process a claim is 30 days. The seller will inform the buyer about the settlement of the complaint via e-mail notification.

NAME AND SURNAME:

ADDRESS:

PHONE:

E-MAIL:

BANK ACCOUNT NUMBER:

NUMBER OF ORDERS / RECEIPTS / INVOICES:

NAME OF THE GOODS:

SIZE:

DESCRIPTION OF THE DEFECT:

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SEGRA.SEGRA

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Date and signature