

Complaint protocol no.: / to be filled in by the seller /

Seller: TheRooms.eu online s.r.o., Hrabová 285/7, Sokol, 04431, ID: 53 501 624, e-mail: playonline@therooms.eu

a) Buyer:

b) Complained product:
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.....

c) Proof of purchase no: **d) Date of purchase of the product:**

e) Date of claim:

f) Complained defects:.....
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.....

27. Consumer instruction:Listed in the Return Policy, point 27.

g) The consumer has decided and exercises the right to: properly, timely, and free removal of the defect, product replacement, replacement of a product part, replacement of the defective product for a faultless one, cancellation of the purchase contract, reasonable discount on the product price.

/ the consumer marks one of the following options /

h) Determination of the method of handling the complaint by the seller: immediately, within 3 working days / this is a complex case /, no later than 30 days from the complaint / a complex technical evaluation of the product is required /

i) Complaint handling: immediately, the complaint will be settled on:

Buyer: **Seller:**

/ signatures only in case of complaint by post /

j) Method of handling the complaint:

written invitation to take over the performance on day

k) * Complaint recognized: free removal of the defect - repair, product replacement, replacement of the product part, replacement of the defective product with a faultless one, cancellation of the purchase contract, reasonable discount from the product price % in the value of eur,

l) * Complaint rejected, reasons:
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Complaint handling date:

Seller: **Buyer:**