

## Claim form

(if you want to claim the goods within the legal period, fill in this form, print a signed it, send it back via e-mail to the address: [info@aurawise.cz](mailto:info@aurawise.cz), possibly put in the package with the claimed goods).

Shipper (Buyer):

Name and surname:

Residence:

E-mail:

Tel. number:

Addressee (Seller):

Aurawise s.r.o., IČ: 24287750, VAT number: CZ24287750

With registered office: Antala Staška 1859/34, 140 00 Prague 4 – Krč

Online store: [www.minerals-stones.com](http://www.minerals-stones.com)

On ..... I am on your website/online store [www.minerals-stones.com](http://www.minerals-stones.com) ordered goods  
....., Order Number ..... . However, the  
product I purchased has the following defects (describe):

.....  
.....

I request to handle the claim in the following way: repair - exchange - refund

I made the payment: cash on delivery / by payment card / by transfer from my account  
no.....

At the same time, I am asking you to issue a written confirmation of the application of the complaint, indicating when I am exercised the right, which is the content of the complaint together with my claim for repair/replacement, and subsequently confirmation of the date and method of settlement of the complaint, including confirmation of the repair and its time duration.

## General instructions for making a complaint

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

As a consumer, you cannot exercise rights from defects that you have caused yourself or that you are aware of during the purchase he knew. 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 immediately, so that the defect does not spread and, as a result, the claim is rejected. By timely notification of the defect after what appears, you can ensure a problem-free handling of the claim. When delivering the goods by delivering them to entered address, the Buyer is obliged to check the goods immediately after receiving them from the person carrying out the delivery. Obvious defects of the goods must be reported to the seller immediately, but no later than the following day after acceptance of goods. Later complaints of obvious defects will not be recognized by the seller.

When picking up the goods in person, the Buyer is obliged to check the goods upon receipt and check for obvious defects apply immediately to the Seller. Obvious defects in goods claimed later will not be recognized by the Seller.

The standard conditions set by the Czech legal system apply to handling complaints.

The buyer will send the claimed properly packed goods to the seller's address: **Aurawise s.r.o., Antala Staška 1859/34, 140 00 Prague 4 - Krč, by registered parcel insured for the value goods via Post/courier. Packages sent cash on delivery will not be accepted!**

The seller does not assume responsibility for damages resulting from the operation of the products, functional properties and damage from improper use of the products, as well as damage caused by external events and faulty handling, or if there was damage during transport (Obvious damage to the goods or their packaging is need to deal with the carrier immediately. The customer is not obliged to take over such goods from the carrier, but he is need to make a record of the damage to the shipment and must inform about the detected damage immediately seller).

The warranty does not cover defects caused by wear and tear caused by normal use of the goods, faulty manipulation, unprofessional or unauthorized intervention, as well as incorrect use, maintenance or installation.

The contractual period for handling complaints is set at 30 days. The claim period begins to run on the following day from receipt of the complaint by the recipient and ends with sending the complaint to the customer.

By signing the complaint form, the customer confirms that he has familiarized himself with the complaint procedure in detail and that they agree with him.

(date, signature)