COMPLAINT PROTOCOL / WITHDRAWAL FROM PURCHASE AGREEMENT

**Buyer:**

Full name Vilgain s.r.o.

Address Smetanova 1022/19, 602 00 Brno, Czech Republic

Phone +420 608 274 646

E-mail support@vilgain.com

**Seller:**

Vilgain s.r.o., Smetanova 1022/19, 602 00 Brno, IČ 29269555

Hello,

on………………………… I concluded this purchase agreement with you through your e-shop [aktin.cz](http://aktin.cz):

**invoice number or order number**…………………………………………………………

I received this merchandise on …………………………………………………………

**Further information about the merchandise:**

product name (model) ………………………………………………

size / weight ………………………………………………

 

Furthermore, in this matter, I wish to exercise my right to (check and fill in):

**Withdrawal from the purchase agreement (refund):**

In accordance with § 7 ods. 1 zákona č. 102/2014 Z.z. I hereby announce that I am withdrawing from the above-mentioned purchase agreement.

I am withdrawing from the agreement in its entirety, i.e., returning everything listed on the invoice YES / NO (cross out the inappropriate option) (NO = specify the merchandise you want to return)

……………………………………………………………………………………………………………………………………

**Merchandise complaint:**

Concise description of the defect or attaching photographs:…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

Circumstances under which the defect was identified:
……………………………………………………………………………………………………………………………………

**Provide bank details for the refund:** ……………………………………………………/……………

I prefer contact via (cross out the inappropriate option): e-mail / phone

Please enclose the completed complaint protocol with the shipment. Send the shipment to Vilgain s. r. o., Smetanova 1022/19, Brno, 602 00. To send it via parcel shops, provide the code: 99215802 to the service. The e-shop does not accept shipment sent cash on delivery. You can inquire about the status at reklamace@aktin.cz.

Date of filling the complaint ……………………… Handwritten signature ………………………