

# Form for Lodging a Claim

[www.tattoo-supply.cz](http://www.tattoo-supply.cz)

(Please, fill in this form and send it back only if you want to claim for some goods within a statutory period. It is necessary to print the form, sign it, scan it and send back to the e-mail address below mentioned or post together with the goods that you wish to return.)

**Address (Seller): Euro Tattoo Supply a.s., Žitná 1575/49, 110 00 Praha 1, Česká republika**

**Business Identification No.: 28538692**

Online store: [www.tattoo-supply.cz](http://www.tattoo-supply.cz)

Company: Euro Tattoo Supply a.s.

Registered office: Žitná 1575/49, 110 00 Praha 1

IN/TIN: 28538692, CZ28538692

E-mail: [info@tattoo-supply.cz](mailto:info@tattoo-supply.cz)

Phone number: +420 739 544 466

**Delivery address: Euro Tattoo Supply a.s., Kolbenova 5G, 190 00 Praha 9**

## Customer

Name and surname: .....

Address: .....

Phone and e-mail: .....

## Enforcement of rights from defective performance (claim)

Dear company,

on ..... i purchased goods (order specification below) in your store. However, the purchased product has the following defects: .....

.....

.....

I ask you to settle the claim in the following way: .....

.....

At the same time, I would like to ask you to issue a written confirmation regarding the lodged claim with information concerning when i enforced the right, what the content of my complaint is, my claim on repair/exchange, and confirmation of the data and way of claim settlement, including confirmation on the repair and its duration (*in the case where the goods are repaired and not exchanged*).

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1. Order date: ....., date when the goods were received: .....

2. Order number: .....

3. The monetary means for the order and eventually for delivery, were sent in the following way and shall be refunded in the following way (in case of a credit transfer, please send us the account number): .....

4. Customer's name and surname: .....

5. Customer's address: .....

6. E-mail: .....

7. Phone: .....

*Delete as applicable or fill in the data.*

In ....., on .....

Customer's signature: .....

## List of annexes:

1. Ordered goods invoice No.

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## General instructions on lodging for a claim

*You as a customer are obliged to prove the purchase of goods by submitting a purchase document or in another acceptable manner.*

*You as a customer may not enforce the rights from defects which were caused by you or which you knew about when buying the goods. The same is applied to defects due to an agreed price decrease between you as a customer and us as a seller. We are also not responsible for ordinary wear and tear.*

*The claim shall be lodged within 24 months at the latest. It is necessary to lodge the claim immediately so the defect is not enhanced and not to cause claim rejection. You may ensure a trouble-free claim settlement by timely announcing a defect immediately after it is found out.*