



The form for filling a complaint

(Fill the form and send it back only if you want to claim the goods within the statutory period. The form should be printed, signed and sent scanned to the following e-mail adress or paste it into your return tracking).

Addressee (seller):

E-shop: www.themudhugger.eu
Company: Singltrek Distribuce s.r.o.
Pramisses: Mechová 17
466 04 Jablonec nad Nisou
ID: 47785047
VAT: CZ47785047
E-mail address: sales@themudhugger.eu

Consumer:

My name:

My address:

My phone and e-mail:

General guidance the right of defective performance (claims)

Dear friends, on the day _____ I´ve had purchased order at your shop **Mudhugger Europe** (specificaion see below). The goods which I´ve bought has the folloving deffect _____ . I demand to settle the claims as follows: _____ . At the same time, I ask you to issue a written confirmation of a claim by that I applied the right of the contents of the complaint along with my claim for repair or replacement, and than confirm the date and method of settling the claim, including confirmation of repair and its duration (in the case that goods will be repaired, not changed for new piece)

- Date of order: _____ / recived on : _____



- Number of your order: _____
- Order was paid the way: _____
and will be returned back by _____
- Name and surname of the buyer _____
- Buyers address: _____
- Email: _____
- Phone: _____

At _____ On _____

Name and surname of the buyer (signature)

Attachments:

- Number of invoice. (*)

General guidance for complaints:

_____.

Your purchase, as a consumer, you must prove the submission of purchase document (bill or invoice) or other sufficiently credible way. As a consumer you can not exercise the rights for the defect that you had caused by yourself, or which you know about at the moment of buying. As well as for defects for which we as the seller gave you a price reduction and you agreed and accepted it. We are not responsible neither for normal, common wear and tear.

Complaints must be made within the 24-month period. Claims must be applied immediately to prevent the spread of the defect and its consequences for rejecting the complaint. When you report defect of the goods as soon as possible, immediately after it appears, that would be very helpful for the smooth settlement of the claim. Complaints are handled only when you will be notified about it from us. If the legal deadline expires, you can consider it as fundamental breach of contract and

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you can withdraw the contract.