

Appendix No. 1 - Complaint form

Addressee: Granát-shop s.r.o. Radostná 670 LIBEREC 25 463 12

Making a complaint

Date of conclusion of the Agreement:

Name and surname:

Address:

Email address:

Goods being complained about:

Description of product defects:

Suggested way to handle the complaint:

At the same time, I request the issuance of a confirmation of the application of the complaint stating when I exercised this right, what is the content of the complaint, what method of handling the complaint I require, together with my contact details for the purpose of providing information about the handling of the complaint.

Date:

Signature:

Annex No. 2 - Form for withdrawing from the Contract

Addressee: Granát-shop s.r.o. Joyful 670 LIBEREC 25 463 12

I hereby declare that I withdraw from the Agreement:

Date of conclusion of the Agreement:

Name and surname:

Address:

Email address:

Specifications of the Goods covered by the Contract:

The method for returning the received funds, or specifying the bank account number:

If the buyer is a consumer, he has the right if he ordered the goods through the e-shop of Granát-shop s.r.o. ("Company") or other means of remote communication, except for the cases specified in § 1837 of the Act No. 89/2012 Coll., Civil Code, as amended, withdraw from an already concluded purchase contract within 14 days from the date of conclusion of the contract, or if it is a purchase of goods, then within fourteen days of its receipt. In the case of a contract, the subject of which is several pieces of goods or the delivery of several parts of the goods, this period begins to run only on the day of delivery of the last piece or part of the goods, and in the case of a contract based on which the goods are to be delivered regularly and repeatedly, from the date of delivery of the first delivery .

The buyer shall notify the Company of this withdrawal in writing to the address of the Company's premises or electronically to the e-mail indicated on the sample form.

If the buyer, who is a consumer, withdraws from the purchase contract, he shall send or hand over to the Company, without undue delay, no later than 14 days from the withdrawal from the purchase contract, the goods he received from the Company.

If the buyer, who is a consumer, withdraws from the purchase contract, the Company will return to him without undue delay, no later than 14 days from the withdrawal from the purchase contract, all funds (the purchase price of the delivered goods), including the delivery costs, which he received from him on the basis of the purchase contracts, in the same way. If the buyer has chosen a different method of delivery of the goods than the cheapest method offered by the Company, the Company will reimburse the buyer for the cost of delivery of the goods only in the amount corresponding to the cheapest method of delivery of the goods offered. The Company is not obliged to return the received funds to the buyer until the goods are received back or before the buyer proves that he sent the goods to the Company.

Date:

Signature: