

COMPLAINTS PROCEDURE

Charles University, Faculty of Arts
with its registered office at: nám. Jana Palacha 2, 116 38 Prague 1

Identification Number (IČ): 002 16 208
(hereinafter referred to as the “Supplier”)

for lodging claim for defective goods or services acquired through e-shop of the Faculty of Arts
of the Charles University at:

<http://e-shop.ff.cuni.cz>

by natural persons – consumers (hereinafter referred to as the “User”)

General provisions

This Complaints Procedure is an integral part of the Supplier’s Business Terms and Conditions (hereinafter referred to as “BTC”) and describes how to proceed when lodging complaint about goods or services acquired from the Supplier. The User shall be obliged to acquaint himself/herself with the Complaint Procedure and Business Terms and Conditions before ordering the goods or services.

By conclusion of the contract and takeover of the goods or acceptance of the service from the Supplier the User agrees with this Complaints Procedure. Definitions of terms contained herein shall prevail over definitions in BTC. If this Complaints Procedure does not define a term, it shall be understood in the meaning defined in BTC. If it is not defined even in BTC, it shall be understood in the meaning, in which it is used by valid and effective legal regulations. Handling of complaints is subject to provisions of Act No. 89/2012 Coll., Civil Code, as amended, and Act No. 634/1992 Coll., on Consumer Protection, as amended.

Manner and conditions of filing a complaint, contacts

1. Contacts for handling of complaints:
Faculty of Arts of the Charles University
nám. Jana Palacha 2
116 38 Prague 1
E-mail address: eshop@ff.cuni.cz
Telephone: 221 619 365
person authorized to handle complaints: Faculty Bursar
2. The User shall send the complaint in writing, in paper form to the Supplier’s address stated in paragraph 1 to the attention of the Faculty Bursar.
3. Complaint must contain:
 - order No. or document on payment of the goods or service
 - description of the defect and information, what manner of complaint settlement is required by the User
 - User’s contact details, including an active e-mail address
 - defective goods or specification of defective service
 - User’s signature

Complaint settlement

1. manners of complaint settlement:
 - a. Delivery of new goods or delivery of missing goods or new provision of a service without defects
 - b. Repair of defective goods
 - c. Appropriate price discount.

2. The Supplier shall decide on the complaint and settle it at the latest within 30 business days from complaint delivery and at the same time it shall inform the User by e-mail, unless agreed with the User otherwise.