

1. Purchase in a shop



Purchasing goods in a brick and mortar shop does not automatically mean that you are entitled to a refund or exchange of goods, it is up to the vendor whether they will comply with your requirements (such as exchanging clothes for a different size).

You have the right to:

- receive detailed information from the vendor about your rights arising from defective performance, complaints and their filing,
- file a complaint about goods within the warranty period (24 months),
- complain about goods at any shop of the vendor.

2. Defect complaints



If the purchased goods have a defect, the customer is entitled to complain about the goods regardless of whether the purchase of goods was made at a distance, outside usual sales areas or in a regular shop.

You have the right to:

- file a complaint about most of the goods within 24 months,
- request to file a complaint without any proof of purchase if you are able to demonstrate that you have purchased the goods from the vendor,
- have the complaint settled within 30 days of its filing.



3. Admitted complaints

If the goods are defective, the consumer is entitled to have the defects removed. Furthermore, if you cannot use the product due to a recurrent defect after repair or due to a larger number of defects, you can withdraw from the contract.

You have the right to:

- a refund only if the goods cannot be repaired or exchanged,
- request a refund for a recurrent defect after repair or a larger number of defects that prevent the use of the goods,
- a refund if the vendor is not able to repair or exchange goods within the statutory deadline (30 days).



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ŠKOLA SPOTŘEBITELE

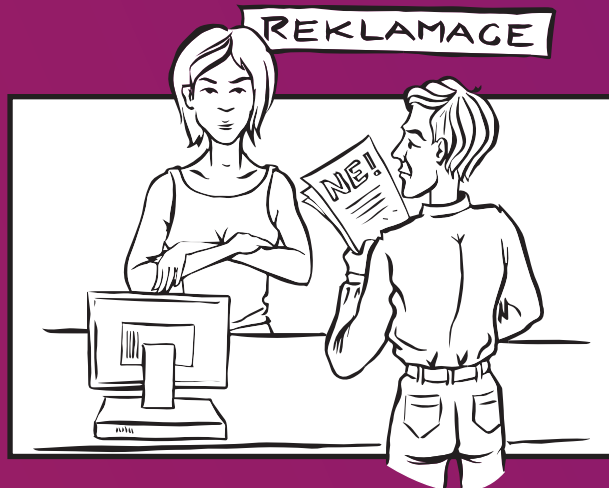


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IN THE SHOPPING JUNGLE**



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4. Rejected complaints



If the complaint is considered unjustified, the customer is entitled to receive a written justification of the refusal of the complaint, which the customer may use as a background document for possible litigation if the customer does not agree with the manner in which the complaint was handled.

You have the right to:

- a free complaint procedure even if your complaint is considered unjustified,
- a refund if you provide the vendor with an independent expert opinion speaking in your favour on the refused complaint in the event that the vendor agrees to the complaint based on the expert opinion.

5. Online purchase



In the case of contracts concluded at a distance or contracts concluded outside usual business areas, the customer is entitled to withdraw from the contract without stating a reason and without penalty within 14 days; the costs of returning the goods are borne by the purchaser.

You have the right to:

- return the ordered goods within 14 days without stating a reason,
- receive a refund for the returned goods, including postage and packing, in the same manner in which you paid the vendor for the goods,
- withdraw from the contract concluded online before the goods are accepted. However, the entrepreneur needs to be informed about that. It is not sufficient to simply not accept the goods or not pick them up at the post office.

The “Counseling and educational activities for consumers” project

The goal of the Counseling and educational activities for consumers project is to inform the general public in connection with their rights arising from the Civil Code and the Consumer Protection Act.

As part of the project, consumers may use free phone consultancy **on Monday and Wednesday from 9 a.m. to 5 p.m.** or ask any question through the online advisory centre at any time.

FREE PHONE CONSULTANCY



+420 272 047 707

** every Monday and Wednesday from 9 a.m. to 5 p.m. **



GLE o.p.s. provides career advisory and personal development services in the **FOR CAREER** and **FOR COMPANIES** programs.

The leaflet has been created as part of the **CONSUMER'S SCHOOL** program. We offer consumer consultancy to the general public over the phone or in the online advisory centre. We organise lectures at high schools and seminars for entrepreneurs. The Consumer's School is financially supported by the Ministry of Industry and Trade.



MINISTERSTVO
PRŮMYSLU A OBCHODU

*Dej někomu rybu a nasytíš ho
na den. Nauč ho rybařit a nasytíš
ho na celý život.*

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