

# COMPLAINT RULE

- In the case of delivery of the ordered goods via one of the Seller's contracted carriers, the Buyer is obliged to check the goods for defects caused by transport
- If so, the buyer is obliged not to accept the goods and to write a damage report with the transporter. The buyer is also obliged to immediately inform the seller about possible damage to the goods during transport.
- In case of transport damage, keep the packaging in which the goods are transported for possible photo documentation.
- Complaints about delivered goods must be reported within 2 working days from the date of receipt of the shipment.
- If there is a complaint defect on the goods delivered by the online store, the Buyer can make a complaint in writing or by e-mail.
- Written notification of detected defects is applied by the buyer at the address: Asmodee Czech Republic s.r.o. Novozámecká 4/495, Prague 9 – Hostavice, 198 00, Czech Republic or at the e-mail address: [export-cz@asmodee.com](mailto:export-cz@asmodee.com). Notification of defects must include: Buyer's name, address, telephone, e-mail (if available), order number, a detailed description of the defect and a description of how the defect occurred (see Complaints Protocol).
- Immediately after receiving notification of defects according to this complaint procedure, the Seller informs the Buyer about the subsequent procedure depending on the type of goods. The Buyer sends the claimed goods together with the Claims Protocol to the Seller's warehouse: Asmodee Czech Republic s.r.o., NEPOINT Warehouse, Okružní 781, 250 81, Nehvizdy. Goods sent to another address will not be accepted and will be returned to the Buyer.
- The Buyer pays for the transport of the claimed goods to the Seller's warehouse.
- In order to successfully handle the claim, it is absolutely necessary that the Buyer is able to present a tax document. The goods sent to the service center must be in complete condition, including manuals or accessories.
- In the event that the goods need to be sent back to the Seller or the service center, the customer is obliged to either pack the goods in the original packaging or, at his own expense, provide new packaging that meets the requirements of transportation. The buyer acknowledges that in the case of insufficiently protected goods during transport, the claim may not be accepted.
- Depending on the type of defects and the nature of the goods, in accordance with the legal regulations in force in the Czech Republic, a justified complaint will be resolved by repair, exchange of goods or return of the paid purchase price.
- The seller does not assume responsibility for damages resulting from the operation of the products, functional properties and damages from unprofessional use of the product, as well as damages caused by external events and incorrect handling. Defects of this origin are not covered by the warranty provided
- The complaint, including the removal of the defect, must be handled without undue delay, no later than 30 days from the date of the complaint, unless the seller and the buyer agree on a longer period. After the expiration of this period, the buyer is granted the same rights as if it were an irreparable defect.