

1. INTRODUCTORY PROVISIONS

The complaint procedure is an integral part of the General Terms and Conditions (hereinafter referred to as "GTC") of the seller Salon Lucia, ID 40 816 052, with its registered office at Legionárska 622/10 Trenčín 91101, entered in the Commercial Register kept by the Municipal Court in Trenčín, in section insert no. 309-18535 and describes the procedure for approaching at claim for goods acquired from the seller.

The Buyer is obliged to get acquainted with the Complaints Procedure and the General Terms and Conditions conditions before ordering the goods. At the same time, the buyer acknowledges that he is obliged provide Salon Lucia with the necessary co-operation necessary to deal with the complaint, otherwise In this case, the deadlines are adequately extended by the time in which the buyer did not provide the required synergy.

By concluding a purchase contract and taking over the goods from the seller, the buyer agrees to this Complaints procedure. Definitions of terms contained in these Complaints Procedure take precedence over the definitions in the GTC. As long as this Complaints Procedure term does not define, it is understood in the sense in which it is defined in the GTC. If neither is defined there, it is understood in the sense in which it is used by valid and effective legislation.

Taking over the goods is the moment of taking over the goods by the consumer from the seller resp. takeover from the carrier.

2. LENGTH OF WARRANTY

As proof of warranty, the seller issues a purchase document for each purchased goods (invoice) with all the necessary information for the application of the guarantee.

At the express request of the buyer, the seller will provide a guarantee in writing (warranty a letter). By default, however, if the nature of the thing allows it, the seller issues instead of the warranty letter to the buyer proof of purchase containing the information.

If it is necessary due to the provided guarantee, the seller in the guarantee letter explain the contents of the guarantee in a comprehensible manner, state its scope, conditions, period validity and the manner in which the claims arising therefrom may be asserted. In the warranty card The seller shall also state that the provision of the guarantee does not affect the rights of the buyer which are tied to the purchase.

1. Time limit for the exercise of rights

The warranty period begins on the day of receipt of the goods by the buyer.

The warranty period of the goods is 24 months, unless a special legal regulation stipulates a longer period. The length of the warranty period is always marked on the warranty card (in the warranty column). The warranty period is consists of the statutory period (24 months) and, if applicable, the extended warranty period.

The warranty period is further extended by the time for which the goods were in the complaint. Rights of Liability for defects in the goods for which the warranty period applies shall lapse if they have not been claimed in warranty period.

When the buyer is a consumer, complaints are handled within the statutory warranty period Act No. 40/1964 Coll., the Civil Code and Act No. 250/2007 Coll., On protection consumer, both laws in the valid and effective wording, taking into account the clarifications in to this Complaints Procedure.

3. EXERCISE OF RIGHTS FOR LIABILITY FOR DEFECTS (COMPLAINTS)

A buyer who is not a consumer is obliged, and a buyer who is a consumer is it is recommended to check the condition of the consignment together with the carrier immediately upon delivery (number of packages, integrity of the tape, damage to the box) according to the enclosed shipping fee list. The buyer is entitled to refuse to accept a shipment that is not in accordance with the purchase contract, with the proviso that the consignment is e.g. incomplete or damaged. If so damaged the buyer accepts the shipment from the carrier, it is necessary to describe the damage in transfer protocol of the carrier.

Incomplete or damaged shipment must be reported immediately by e-mail to: info.monnalucia@gmail.com, write with the carrier a damage report and this without unnecessary delay by e-mail or post to the seller. Additional claim for incompleteness or external damage to the shipment does not deprive the buyer of the right to complain about the thing, they give however, the seller the opportunity to prove that this is not a breach of the purchase contract. Defective liability rights, i. the right to exchange goods, the right to withdraw from the purchase contracts (refund) and the buyer exercises the right to make a complaint and repair the goods by listing complaint form and by sending it to the registered office of xxx or by listing form and by sending it to the email address of the seller.

The buyer can send the defective goods for complaint by a transport service to the address of the establishment seller. The claimed goods should be thoroughly secured to prevent

during transport to its damage, the package should be marked visibly "COMPLAINT"

and contain: the claimed goods (including complete accessories), we recommend attaching a copy of the purchase document, a detailed description of the error and sufficient contact details of the buyer (mainly return address and phone number). Without the above, identification is impossible origin and defects of the goods.

The seller is obliged to determine the method of handling the complaint and to handle the complaint within the period which may not be longer than 30 days from the filing of the complaint (§ 18 par. 4 of the Protection Act consumer). In the case of a complaint made within 12 months of the purchase of the product, the seller may handle a complaint by rejection only on the basis of professional judgment. If the seller rejects the complaint made after 12 months from the purchase of the product, the seller is obliged to inform the buyer to whom the product can be sent for professional assessment.

For the purposes of handling complaints, professional assessment means o. i. and opinion of an authorized person or person authorized by the manufacturer to perform warranty repairs (§ 2 letter n) of the Consumer Protection Act).

The seller is obliged to issue a confirmation to the customer when making a complaint (§ 18 par. 5 Consumer Protection Act). This confirmation is a copy of the complaint protocol.

The seller is obliged to issue a written document on the handling of the complaint no later than 30 days from the date of the complaint (Section 18 (6) of the Consumer Protection Act). By this written

document is a copy of the complaint protocol with the completed field of complaint equipment, letter containing a written notice of the handling of the complaint.

The warranty does not cover errors caused by the use of incorrect or defective

software, incorrect consumables, or any damage in resulting, if such use is not usual and has not been ruled out in the enclosed instructions for use. Furthermore, the warranty does not cover errors caused by evil

handling, improper or inappropriate handling, use and installation, which are

contrary to the user manual or damage to the effects of overvoltage in the distribution network

(eg lightning) with the exception of normal deviations.

The buyer is aware that if he does not deliver the claimed goods, including everything delivered accessories, then in case of withdrawal of the buyer from the contract will be returned to the buyer purchase price reduced by the price of undelivered accessories.

4. EXCLUSIONS

Violation of the security seal, information label or serial number exposes the buyer the risk of rejecting the complaint, unless the damage occurs during normal use. Seals and serial numbers are an integral part of the product and do not restrict the customer's right in any way use and handle the goods to the full extent of what the goods are intended for.

Furthermore, the warranty does not cover damage caused (in the absence of such activity normal operation and is not prohibited in the enclosed instructions for use):

- a. mechanical damage to the goods,
- b. electrical overvoltages (visibly burned components or printed circuit boards) with the exception of normal deviations,
- c. using the goods in conditions that do not correspond to their temperature, dust, humidity, chemical and mechanical influences of the environment, which is directly intended by the seller or manufacturer,
- d. unprofessional installation, handling, operation, or neglect of care the goods,
- e. the goods have been damaged by excessive loading or use contrary to the conditions specified in the documentation or the general principles,
- f. performing an unqualified intervention or changing parameters,
- g. goods that have been treated by the customer (painting, bending, etc.), if an error has occurred in as a result of this adjustment,
- h. the goods have been damaged by natural elements or force majeure,
- i. using incorrect or faulty software

j. using incorrect or non-genuine consumables, or any damage resulting as a result, unless such use is unusual and it was not excluded in the enclosed instructions for use. These restrictions do not apply if the properties of the goods were in conflict with the above terms expressly agreed, exchanged or sold by the buyer and the seller declared, or can be expected with regard to the performed advertising or the usual use of the goods

5. ERROR TESTING

Goods sent for complaint will be tested only for the error specified by the buyer (in the complaint form, in the attached letter describing the error). We recommend writing in writing to report this error form, which also means electronic communication.

If the technician finds that the cause of the problem is not the product being claimed (such as a computer), but incorrect installation of software (operating system, antivirus program), if the data

damaged by incorrect behavior of an application (eg games, viruses) not delivered
the seller, or if the data has been damaged by the buyer or a third party, there will be a complaint rejected. If the customer agrees to the paid repair, it will be charged according to the current valid price list of the given authorized service. The buyer hereby acknowledges that the seller does not carry out paid repairs, only them mediates at authorized services, or provides communication, transport and Come. The seller is not responsible for the repair. Before performing a paid repair, the buyer will be informed about the price of the repair, its scope and the time needed to carry it out. Paid repairs can only be performed after with the express consent of the buyer (or on the basis of a concluded service contract) made after informed in accordance with the preceding sentence.

6. METHOD OF EQUIPMENT OF COMPLAINTS

Compliance with the purchase contract
In the event that the goods are not in accordance with the purchase contract upon acceptance by the buyer (hereinafter referred to as "conflict with the contract of sale"), the buyer has the right to the seller free of charge and without unnecessarily postponed the matter to the state corresponding to the purchase contract, according to requirements of the buyer either by exchanging the item or by repairing it. If such a procedure is not possible, the buyer may request a reasonable discount on the price of the item or withdraw from the contract. This does not apply, if the buyer knew or disagreed with the purchase contract before taking over the thing caused by the contract itself. Conflict with the purchase contract, which will manifest itself within six months from the date of taking over the thing, shall be deemed to be a conflict already existing at the time of taking over, if so does not contradict the nature of the matter or unless the contrary is proved.

Conformity with the purchase contract means, in particular, that the thing sold is of quality and utility the characteristics required by the contract, described by the seller, the manufacturer or his representative, or the expected quality or performance on the basis of the advertising they perform for a thing of the kind usual to meet the requirements of the law, it is in it corresponding in quantity, measure or weight and corresponds to the purpose which the seller for the use of the thing is stated or for which the thing is usually used.

Depending on the nature of the error in claiming the statutory warranty, the buyer has the following rights:

- in the case of a rectifiable error, the right to rectify the error free of charge, in a proper and timely manner,

the right to exchange defective goods or defective parts, unless this is due to disproportionate in nature. If such a procedure is not possible, he has the right to a reasonable discount on the purchase price or withdrawal from the purchase contract,

- in the event of an error which cannot be remedied preventing the proper use of the goods, the right to exchange defective goods or withdrawal from the purchase contract, the same rights to the consumer include, if they are remediable errors, but if the buyer can not for re-enactment occurrence of an error after repair or for a larger number of errors use the thing properly. For the re-occurrence of an error is considered in particular if the same error prevents a proper one use that has already been removed at least twice during the warranty period will occur again. A larger number of errors is understood if the thing has at least three defending errors at the same time its proper use,
- in the case of other errors which cannot be rectified and the consumer does not request an exchange of goods, he has the right for a reasonable discount from the purchase price or withdrawal from the purchase contract,

In the case of a discount, it is not possible to later claim the goods for the error for which the discount was made provided.

The seller will handle the complaint, including the elimination of the error, without undue delay, at the latest within 30 days from the date of the complaint. After this period, the error is considered to be on things actually existed and the consumer has the same rights as if it were an error which he did not can be removed.

If the consumer has lodged a complaint within the first 12 months of purchase, the seller may reject only on the basis of expert judgment. The seller shall provide the consumer with a copy professional assessment within 14 days from the date of handling the complaint. If the seller refuses complaint after 12 months from the purchase, he is obliged to state on the equipment document to whom he can Buyers send the product for professional evaluation. If the consumer's professional judgment proves the seller's responsibility for the defect, he can file a complaint again. All of them The expediently incurred costs associated with the expert assessment shall be borne by the seller, who is obliged to pay them to the consumer within 14 days from the date of the re-filed complaint. Over again the complaint cannot be rejected by the seller.

The seller will issue a written confirmation to the buyer consumer about when the complaint was made applied, which is its content, what method of handling the complaint is required, by email

immediately upon receipt of the complaint; further confirmation of the date and method of equipment complaints, including confirmation of the repair and the duration of the complaint, if any justification for rejecting the complaint.

The buyer is entitled to reimbursement of the necessary costs (especially postage, which he paid at dispatch of the claimed goods), which arose in connection with the application of the entitled rights from liability for errors and have been spent effectively and efficiently. In case of resignation from the contract due to an error of the case, the consumer is also entitled to reimbursement of costs for this resignation.

Common provisions

After the settlement of a justified complaint, the warranty period is extended by the duration of the complaint. IN in the event of an unjustified complaint, the warranty period is not extended. If the claim for the goods was in statutory warranty period equipped with the exchange of goods for new ones, the warranty period begins to run again from the date of settlement of the complaint. The duration of the complaint is calculated from the following the day after the complaint was lodged until the day the complaint was settled, ie the time when the buyer was obliged to take over the case. The customer is informed about the equipment by e-mail, which he stated at purchases.

After the complaint has been settled, the seller will notify the buyer of the termination of the complaint either by phone or e-mail. If the goods have been sent by a transport service, they will be equipped automatically sent to the buyer's address

The buyer is obliged to check the goods taken over and their compliance with the issue protocol complaints. The buyer further checks the completeness of the goods, especially whether the package contains everything it should contain. Subsequent objections will not be considered. These arrangements the legal time limit for exercising the rights arising from the erroneous performance is not affected.

7. ALTERNATIVE DISPUTE RESOLUTION

If the customer is not satisfied with the way the seller has equipped his complaint or believes that the seller has violated his rights, the customer has the right to turn to the seller with a request for redress. If the seller at the request of the customer under the previous sentence shall reply in the negative or shall not reply to such a request within 30 days from the date of its sending to the customer, the customer has the right to submit a proposal to start an alternative

dispute resolution according to the provisions of § 12 of Act no. 391/2015 Coll. on an alternative solution consumer disputes and amending certain laws.
The competent body for the alternative resolution of consumer disputes with the seller is
Slovak Trade Inspection or other relevant authorized legal entity registered in
the list of ADR entities maintained by the Ministry of Economic Affairs Of the Slovak Republic (the list is available at <http://www.mhsr.sk/>); the customer has
the right to choose which of the above-mentioned ADR entities to turn to.

FINAL PROVISIONS

This complaint procedure is valid from 1.2.2021 and cancels the validity of the previous ones
complaint procedures.
In Trenčín, on 1.2.2021 Lucia Hašková