

Letter of Complaint (only for consumers)

Acquirer:

First name and surname _____

Address _____

Telephone number and e-mail _____

Provider:

Sense Arena s.r.o., company with a registered office at Krátká 2408/6, 100 00 Prague 10, Czech Republic, IČ: 24260576

E-mail: support@sensearena.com

Website: www.sensearena.com

Dear Sirs,

on _____, I entered into a contract without your company, tax document (invoice) number, via your e-shop www.sensearena.com and purchased the following goods on the basis of the contract (identification of the goods complained about):

I received the goods on _____.

The following defect(s) of the goods occurred on _____ (defect description):

_____.

In the light of the above, I exercise my right to¹:

1. repair
2. replacement

¹ Mark your choice with a circle. Before you choose the way of complaint handling, acquaint yourselves with Article 11 "Rights arising from defective performance" and Article 12 "Complaint handling" of the General Business Terms and Conditions and with the Complaint Procedure.

3. discount
4. withdrawal from the contract
5. other (describe):

At the same time, I ask you to issue a written confirmation of the complaint, specifying the date on which I exercised the right, the content of the complaint and the way of complaint handling that I require, and subsequently to confirm the date of complaint handling and the way in which the complaint was handled.

Thank you in advance for your positive approach to the handling of my complaint.

By my signature below, I further declare that the information contained in this document is true and correct.

In _____, on _____

(handwritten signature)

Annexes:

Copy of the proof of purchase