Claims Form

(Fill in this form and send it back to us only if you wish to file a claim on goods within the legally defined period. This form must be printed out, signed, scanned, and sent to the below stated e-mail address or included in the consignment with the returned goods.)

**Addressee (Seller):**  
E-shop: **excaliburshop.com**

Company: **RONJA, s.r.o.**

Address: **Hatě 182, 669 02 Chvalovice**

ID No./VAT Reg. No.: **47904453/CZ699001030**

E-mail: **eshop@excaliburshop.com**

Telephone Number: **+43 660 1544737**

**Consumer:**

Name and Surname:

Address:

Telephone Number and E-mail:

**Claiming the right from defective fulfilment (claim)**

Hello,

I placed an order (see order specifications below) in your shop on \_\_\_\_\_\_\_\_\_.

However, the product I purchased has the following defects:

I request that the claim be settled as follows:

Could you please also issue a written confirmation of the claim, which states when I claimed this right, the content of the claim, and my entitlement to a repair/replacement, followed by a confirmation of the date and manner in which this claim was settled, including a confirmation of the repair and how long it took *(in the case of a repair, not a replacement).*

**Order placed on**/**order received on:**

1. **Order number:**
2. **The money for this order and shipping were sent by:****and will be returned by:**
3. **Name and surname of consumer:**
4. **Address of consumer:**
5. **E-mail:**
6. **Telephone number:**

**In*:* On:**

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Name and Surname of Consumer**

**List of Annexes:**

1. Invoice no. for the ordered goods:

***General Instructions for Claims***

*As the consumer, you must prove that you have purchased the item by presenting a receipt or another sufficiently credible proof of purchase.*

*As the consumer, you cannot claim rights from defects that you have caused or defects that were known to you at the time of purchase. This also applies to defects that led to the seller and the consumer agreeing on a discounted price. We are also not liable for regular wear and tear.*

The claim must be filed no later than within 24 months. The claim must be filed immediately in order to prevent the defect from spreading, thereby resulting in the claim being rejected. Reporting the defect immediately when it appears ensures the smooth handling of your claim.

The claim is settled once you are notified. If the legally specified period expires, this is considered a serious breach of contract, thereby establishing grounds for withdrawing from the Purchase Agreement.