

ULTRAINING

Complaint Form

Fill out this form and send it back to us in case you would like to make the complaint.

You need to print it, sign it and send the scanned copy to the e-mail address below,
or enclose the hard copy in the shipment of the returned goods.

Address:

Ultraining s.r.o.
Skubínska 13
974 09 Banská Bystrica
Slovakia

Mobile: +421 905 779 999

E-mail: info@ultraining.sk

Customer:

Invoice number:

Name and surname:

Address:

Phone:

E-mail:

Reason for the complaint:

Claim settlement method:

- delivery of the missing goods
- replacement of the goods
- contract withdrawal

Date: _____

Signature: _____

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General guidelines for making claims

All the goods are covered by the statutory warranty period of 24 months, unless stated otherwise. The warranty period starts when the buyer takes over the goods. The warranty applies to all the obvious and hidden defects of the goods, which are not compatible with its functionality, functional and aesthetic properties. The invoice (delivery note) that the seller sends to the buyer together with the goods serves as the warranty card.

The buyer is obliged to check the goods upon the takeover. The takeover means handing over the goods by the carrier. The seller is not liable for the defects occurred during the transport of the goods. If the buyer after checking the goods finds out that the package is mechanically damaged, he is obliged not to take over goods from the carrier. The buyer notifies the seller about this fact by e-mail or telephone. In this case, the seller will send the shipment to the buyer again with undamaged packaging.

The buyer is obliged to notify the seller immediately after the examination of the goods supplied about all the defects. After finding the difference in the amount or type of the goods mentioned in the invoice or delivery note it is necessary to submit the report on these findings to the seller in writing to the seller's address or to the e-mail address info@ultraining.sk.

In the notification the buyer shall give a description of the defects and what he claims because of the defects. Buyer can use for this purpose the attached complaint form.

Due to the defects of the goods the buyer may apply the following requirements: delivery of missing goods, replacing the goods or withdrawal from the purchase contract. For each complaint it is necessary to provide a copy of the invoice, proof of payment and of delivery of goods and the defective goods. In the case of claiming the defects of the goods, for the quality of which the seller took over the warranty from the manufacturer, the defect must be claimed within the warranty period. The seller is obliged to settle the claim within the statutory period of 30 days. The deadline for settlement of the claim commences on the date of delivery of the goods to the address of the seller.