

RECLAMATION REGULATIONS

1. It is necessary to claim reclamation immediately after the defect has appeared. Any delay, while continuously using the product, could worsen the defect and further devalue it which may be eventually reason for decline of your claim.
2. Warranty is applicable for 24 months.
3. Warranty period cannot be confused with service life of the product, i.e. period within which, if used correctly and taken care of properly, such product can last according to their purpose and intensity of use.
4. In case, the buyer recognises the product received is incorrect or defective, contact us at best within 7 days on e-mail address info@naine.us.
5. In case, the product would appear to be defective, customer has right to claim the reclamation.
6. Defected means any change of the original product attribute, that has been caused either by usage of incorrect or poor-quality material, not following production technologies or invalid construction.
7. As defected, cannot be considered changes, that appeared within warranty period as a result of wear and tear, incorrect usage, insufficient or incorrect maintenance, natural changes of material used, or any direct damage caused either by the user or by any third person.
8. Reclamation is considered as rightly claimed when product is complete and there are no hygienic reasons for it being declined. Customer is obliged to provide goods clean and hygienically harmless. Company General Soul s. r. o. operating e-shop www.Naine.cz has right to decline requests for reclamation in case any of the above hygienic principles would not be satisfied. (Decree 91/1984 Coll., On precautions against communicable diseases).
9. Reclamation (incl. removing flaws) will be done up to 30 calendar days, starting the day of request.
10. Customer claims reclamation by sending the product, together with filled warranty form and copy of invoice to address: General Soul s. r. o. Družstevní 2223/21, 62100, Brno

RECLAMATION POLICY

| Seller: | Buyer |
|---|---|
| General Soul s. r. o. Družstevní 2223/21 62100 Brno E-mail: info@naine.us | Name: Surname: Address: Phone.: E-mail: |

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| Order number: | |
| Date of purchase: | |
| Name of claimed product: | |
| Price of claimed product: | |
| Description of defect: | |
| <i>Please describe all the defect. All defects not mentioned in this form will not be taken into</i> | |
| Signature of buyer: | |

The receiver address:

General Soul s. r. o.
Karásek 1i
621 00 Brno
Czech Republic

Please, do not use “cash on delivery” option. Such delivery will not be accepted.

N A I N E .