

## HOW TO RETURN OR REPLACE A PRODUCT?

It is first necessary to read the complaints procedure, containing rights and obligations of seller and buyer.

### COMPLAINTS PROCEDURE

1. Complaint must be filed without undue delay after detecting of a defect. Using of the product after the defect occurs can result in increasing of the defect and subsequent deterioration of the product which may lead to rejecting your complaint.
2. Warranty period for the product is 24 months and commences upon handing-over of the product.
3. Warranty period cannot be considered as product lifetime period, i.e. the period for which the product maintains its usability in case of proper usage and maintenance, taking into consideration its characteristics, purpose and different usage intensity.
4. In case the buyer discovers after handing-over of the product that the delivered product does not conform with his order or that the product is defective, the buyer shall immediately inform the seller about such event through e-mail, however, at latest within 48 hours after handing-over of the product.
5. In case a defect occurs on the purchased product, the buyer has right to complain.
6. Defect means change of product characteristics resulting from using of unsuitable or low-quality materials, violation of production procedure or incorrect production.
7. Defect does not represent change (of characteristics) of the product occurring in the course of warranty period as a result of wear and tear, improper using, unsuitable or improper maintenance, as a result of natural changes of materials used for its production or as a result of any damage caused by its user or by a third party or as a result of other unworkmanlike handling.
8. The seller shall not be liable for defects visible and identifiable upon handing-over of the product (missing product, mechanical damage). The seller shall not be liable even in case the buyer has not exercised option to inspect the product. In case of second-hand products, the seller shall not be liable for wear and tear. In case of products sold with discount, the seller shall not be liable for defects which gave rise to the discount.
9. Complaint is duly filed in case the product subject to complaint is returned as complete and general sanitary rules do not prevent handling of the complaint. Customer shall send the product subject to complaint cleaned, free from any dirt and sanitary-safe. Company TJ Trade s.r.o. – Certified partner of Diawin Deutschland GmbH, operating e-shop [www.diawin.eu](http://www.diawin.eu), has right to reject receiving of the product for complaint procedure in case the product does not conform with the above-specified general sanitary rules (Decree No. 91/1984 Coll., on precautions against infective diseases).
10. Complaint procedure, including repairing of the defect, shall be handled without undue delay, at latest within 30 days after its filing. The authorized employee may in individual cases agree with customer on a longer period.
10. **Customer claims right to complaint:**
  - 10.1. by filling-in complaint letter included in the package or complaint form available for download [HERE](#) and by sending the complaint letter enclosed with copy of proof of purchase and with the product subject to complaint to the address: TJ Trade s.r.o. – Certified partner of Diawin Deutschland GmbH, Čermeľská cesta 1, Košice 040 01, Slovakia;
  - 10.2. by an e-mail sent to address [info@diawin.eu](mailto:info@diawin.eu) containing necessary information (name and surname of the buyer, address, purchase order number, defect description and its effect on the product) and by sending the product subject to complaint enclosed with copy of proof of purchase to the address indicated in paragraph (10.1).
11. Upon receiving of the product subject to complaint at our address, you will be notified through e-mail and the 30-days period (or a longer period individually agreed) for handling of the complaint commences. All important information concerning the complaint procedure, e.g. sending of the product to its producer for inspection or handling of complaints will be notified through e-mail messages.
12. Complaint procedure is completed upon returning of repaired product, returning of purchase price or upon payment of reasonable discount from purchase price. Appeal against the outcome of complaint procedure may be filed within 14 days after notification of the outcome.

### HOW TO INITIATE COMPLAINTS PROCEDURE

1. Product subject to complaint must be clean (see paragraph (9) of the complaints procedure).
2. Pack the clean product subject to complaint to prevent further damage during its transport. The best option is to use a box (not necessarily the original packing).
3. Send the product subject to complaint observing requirements prescribed in paragraph (10). (We recommend you insuring the delivery up to the amount of purchase price of the shoes.) Do not send the product as collectible on delivery! The product will not be accepted under such condition!

## HOW TO PROCEED WITH COMPLAINTS?

It is first necessary to read the complaints procedure, containing rights and obligations of seller and buyer.

Seller :  
TJ Trade s.r.o. - Certified partner of Diawin Deutschland GmbH

**Byuer:** \_\_\_\_\_

**Name & Surname:** \_\_\_\_\_

**Street name & no:** \_\_\_\_\_

**City:** \_\_\_\_\_

**ZIP:** \_\_\_\_\_

**Phone no.:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Order number:** \_\_\_\_\_ **Date of purchase:** \_\_\_\_\_

**Product name:** \_\_\_\_\_

**Product price without shipping cost:** \_\_\_\_\_

**Fault description:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Note:**

\_\_\_\_\_  
\_\_\_\_\_

**Preferred way of resolving the claim:**

repair       replacement       refund

IBAN: \_\_\_\_\_

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Signature**