# Product quality complaint upon takeover - product defects

1. First and last name.......................................................................
2. Address......................................................................................
3. Telephone and e-mail........................................................................

AGLIA s.r.o.

ID No: 29159741

Husova 696, 33401 Přeštice

info@aglia.cz

Tel: 739 301 586

In …............. date ..................

Dear Sir/Madam,

on ……………………………….(mention date of purchase) I have purchased the following equipment/product/service at your premises at Husova 696, 3341 Přeštice / in your e-shop *www.aglia.eu* (delete as appropriate):

in which the following defect occurred:

Since the defect manifested itself within six months from purchase, I assert the right to (delete as appropriate)

• have the defect removed gratuitously

• have the defect removed and demand supplementing a new defect-free thing or what is missing

• demand a reasonable price reduction

due to non-compliance with the quality of goods upon takeover pursuant to § 2161 in conjunction with § 2169 par. 1 of Act No 89/2012 Coll., Civil Code, as amended, within a statutory time limit of 30 calendar days at the latest.

I also ask you to issue a written confirmation on my complaint, stating when I asserted my right, what is the content of the complaint and the way it has been dealt with, as well as a confirmation on a date and the way the complaint has been dealt with.

Your positive response would be highly appreciated.

Signature: