# Asserting the right arising from a defective performance (complaint)

First and last name.......................................................................

Address......................................................................................

Telephone and e-mail........................................................................

AGLIA s.r.o.

ID No: 29159741

Husova 696, 33401 Přeštice

info@aglia.cz

Tel: 739 301 586

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

**Asserting the right arising from a defective performance (complaint)**

Dear Sir/Madam,

on …......................... I have purchased the following goods at your premises at Husova 696, 334 1 Přeštice / in your e-shop *www.aglia.eu* (delete as appropriate):

in which the following defect occurred:

Since this defect seems to be removable, I ask you to repair the goods, 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, including my right to have the goods repaired. This written confirmation shall also include a confirmation on the date of the complaint and the way it has been dealt with, as well as a repair confirmation and the time required for the repair.

Your positive response would be highly appreciated.

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(Signature)

Annexes:

A copy of a sales note