

COMPLAINTS PROCEDURE

GENERAL PROVISIONS

Every item purchased from ha-vel internet s.r.o. (hereinafter referred to as the seller) comes with an invoice and a delivery note, which also serves as a warranty card. By personally accepting the goods or accepting the goods from the carrier, the buyer agrees to the terms and conditions and complaints procedure of ha-vel internet s.r.o. and confirms that they have been made aware of them.

If the client has concluded a sales contract via the Internet (the goods were purchased in one of the online stores operated by ha-vel internet s.r.o.), they are entitled to withdraw from the purchase contract and receive a refund within 14 days of receiving the goods.

The buyer is obliged to complain about the goods to the complaints department at the headquarters of ha-vel internet, s.r.o., in Ostrava, at Švabinského 9, 702 00 Ostrava – Moravská Ostrava, except in the cases specified below.

ha-vel internet s.r.o. handles standard complaints within thirty days of receiving the defective goods at the complaints department at the headquarters of ha-vel internet s.r.o. in Ostrava, with the exception of products for which authorised service is provided within the Czech Republic by authorised entities, in which cases complaints are handled by the authorised entities listed below in the appendix (addendum) to these complaint rules, and the buyer is obliged to complain about the goods directly to the entities listed below.

If the buyer makes a complaint about branded goods directly to the seller, the seller shall ensure that the goods are sent to an authorised service centre at the buyer's expense, and the complaint period shall commence on the date of delivery of the goods to the authorised service centre.

In the event of complaints about branded goods to authorised entities, the complaint rules of the individual authorised service centres shall also apply in addition to these complaint rules.

The seller is not responsible for data stored on hard drives, flash memory, or other media that serve as data storage and are the subject or part of the claimed device.

WARRANTY TERMS

The length of the warranty in months is stated for each product on the delivery note. This period begins on the date of issue of the invoice and is extended by the period during which the goods were under warranty repair. In the event of replacement of the goods with another item (or type), the warranty period is extended by the period during which the goods were under complaint. The buyer will receive a complaint report stating the new serial number. Any further complaints shall be made on the basis of this complaint report.

EXCEPTIONS:

- consumables supplied with printers
- active network components
- No warranty applies to used goods (refurbished goods, repaired goods) unless otherwise stated in the delivery note

Information about the technical parameters, equipment and completeness of products delivered by ha-vel internet s.r.o. shall, in the event of any discrepancies, be governed exclusively by the original descriptions of the technical parameters, equipment and completeness provided by the manufacturer and shall NOT constitute grounds for accepting goods for the ha-vel internet complaint procedure.

THE WARRANTY CLAIM SHALL EXPIRE IN THE FOLLOWING CASES:

- If the warranty period for the goods subject to complaint has expired on the date of acceptance for repair.
- Breach of protective seals and stickers, if present on the product - damage to the goods during transport (such damage must be dealt with directly with the carrier).
- Use of the goods in conditions that do not correspond to the normal office environment in terms of temperature, dust, humidity, chemical and mechanical influences.
- Improper installation, handling, operation or neglect of the goods.
- If the defect only occurs in software for which the buyer is unable to prove legal acquisition, or through the use of unauthorised software and consumables.
- The goods have been damaged by excessive loading or use contrary to the conditions specified in the documentation or general principles.
- Unauthorised tampering with the equipment or other modifications without the seller's consent.
- Connection to an electrical network that does not comply with the relevant ČSN standard.
- The goods were damaged by natural forces.

In the event of an unauthorised complaint, the seller will charge all costs associated with repair and testing. The goods will be returned to the buyer either cash on delivery or after payment of the invoice.

The seller reserves the right to replace defective and irreparable goods with other, similar goods with comparable technical parameters.

THE BUYER IS OBLIGED

- Inspect the goods delivered by the seller with professional care as soon as possible after the risk of damage to the goods has passed, i.e. after taking over the goods from the seller and, in the case of shipment of the goods, after handing them over to the carrier at the agreed place and, if no place has been specified, after the goods have been handed over to the first carrier for transport to the place of destination, but no later than 24 hours after delivery.
- If the buyer fails to inspect the goods or otherwise ensure that they are inspected at the time of transfer of risk of damage to the goods, they may claim for defects discoverable during such inspection, provided that they prove that such defects were already present in the goods at the time of transfer of risk of damage to the goods. The buyer must carry out the inspection in such a way as to detect all defects that can be detected with professional care.
- Notify the seller immediately after inspecting the delivered goods of all defects that they have discovered or that could have been discovered during a professional inspection.
- Claims for products for which authorised service is provided in the Czech Republic must be made directly at authorised service centres, see the appendices to the complaints procedure. If the authorised service centre repairs the goods, the complaint is thus settled. If the authorised service centre informs the buyer that the defect is irreparable, the buyer is obliged to complain about the defect to the seller by the end of the warranty period, extended by the time the goods were in the authorised service centre. If this deadline is not met, the complaint will be rejected as late.
- If a warranty card supplied by the manufacturer or supplier is delivered to the buyer together with the goods, this warranty card is necessary for claiming the goods under warranty. Without this warranty card, the goods cannot be claimed under warranty.
- In the event of a discrepancy between the quantity or type of goods delivered and the information on the delivery note, the seller must be notified of this discrepancy within two working days of discovery, at the place from which the goods were dispatched. The place of dispatch is stated on the delivery note. Defects that existed at the time of transfer of risk of damage to the goods but became apparent later must be reported by the buyer to the seller



CERTIFIED SYSTEM
ISO 9001
ISO 14001
ISO/IEC 27001
ISO/IEC 20000 -1
ISO 50001

immediately after the defects could have been detected with professional care.

- Upon receipt and inspection of the goods, check the serial numbers of the goods and the serial numbers indicated on the delivery note and, if a difference is found, contact the seller by the second working day. The seller shall ensure that the difference is eliminated and a corrected delivery note is sent. Failure to comply with this procedure exposes the buyer to the risk that, due to the difference



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between the serial number of the goods and the serial number stated on the delivery note, their complaint will not be accepted.

- The buyer may deliver the goods subject to complaint in person at the place of dispatch.

SHIPPING LOCATIONS

Ostrava, ha-vel internet s.r.o., Švabinského 9, 702 00 Ostrava – Moravská Ostrava
Working hours: 9:00 a.m. – 1:00 p.m.

FINAL PROVISIONS

These Complaints Procedure Rules supersede all previous provisions and practices relating to the handling of complaints and product warranties. The Seller reserves the right to amend these Complaints Procedure Rules without prior notice.

ADDENDUM TO THE COMPLAINTS PROCEDURE

Complaints about goods at authorised service centres

Brand	Service	Address	Telephone	Requirements
ACER	Acer Czech Republic s.r.o., service centre	CTPark Brno, Tuřanka 100, 62700 Brno-Slatina	tel.	purchase receipt
ADI - monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	purchase document, RMA request
ALCATEL-MT	PPI-ETC s.r.o.	Na sychrově 8, 10127 Prague	tel.	Completed ZL
AMW	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
AOC - monitors	Czech Service, a.s.			completed ZL, proof of purchase
APC - UPS	APC Czech Republic		tel.	RMA request via www
	APC SR		tel.	RMA request via website
ASUS MYPAL	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
ASUS -NB	ASUS Czech s.r.o.		tel	proof of purchase, RMA request
BENQ monitors	asupport...	Koněvova 65, 13000 Prague	tel.	proof of purchase
BOSCH -MT	EBM mobil s.r.o.	Husitská 80/157, 130 00 Prague 3	tel.	completed ZL
	EBM mobil s.r.o.	Haškova 17, 638 00 Brno-Lesná	tel.	Completed ZL
	Cell Net, s.r.o.	Rubensova 2241, 101 00 Prague-Skalka	tel.	completed ZL
CANON	AWH service	Milešovská 1, 13000 Prague 3	tel.	completed ZL
COMFOR -NB	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
DICOTA	Dicota Eastern Europe, Advertising Department	Na lysině 27, 14700 Prague 4	tel.	purchase receipt
EPSON	Dileris, Ltd.	Novoveská 95, 70900 Ostrava	tel.	document, completed by ZL, complete goods
	Dileris, Ltd.	Pod Višňovkou 21/1662, 14000 Prague	tel.	document, completed by the seller,

				complete goods
	Dileris, Ltd.	Řípská 1147/5, 62700 Brno	tel	document completed by the supplier, complete goods
ERICSSON -MT	GSMobile servis, Ltd.	Kostelecká 879, 196 00 Prague 9	tel.	completed ZL
GENIUS				
HITACHI monitors	Xpectrum, Ltd.	Lužná 591/4, 16000 Prague	tel.	purchase document
HP - everything	AutoCont, a.s.	Kavfova 5, 70200 Ostrava	tel.	purchase document
	VSP Data, a.s.	Údolní 21188, 39064 Tábor	tel.	document or ZL

	Hewlett Packard, Ltd. - service	Jeremenkova 88, 14021 Prague 4	tel.	document or ZL
	GCC Services, a.s	U Stavoservisu 1, 10000 Prague 10	tel.	purchase document
	GCC Services, a.s	Železárenská 4, 70200 Ostrava	tel.	purchase document
	Dileris, s.r.o.	Novoveská 95, 70900 Ostrava	tel.	invoice
	Dileris, s.r.o.	Pod Višňovkou 21/1662, 14000 Prague	tel.	invoice
	Dileris, Ltd.	Řípská 1147/5, 62700 Brno	tel.	invoice
HTC -MT	GSMobile Service, Ltd.	Veselská 699, 199 00 Prague 9 - Letňany	tel.	proof of purchase, confirmed registration document with IMEI
HYUNDAI monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
IBM - NB, PC, servers, accessories (original IBM)	GC SYSTÉM, a.s.	Českobratrská 7, 70200 Ostrava	tel.	purchase document
	Dileris, s.r.o.	Palackého 248, 53002 Pardubice	tel.	purchase document
	Dileris, Ltd.	Novoveská 95, 70900 Ostrava	tel.	purchase document
	AutoCont, a.s.	Kavfova 5, 70200 Ostrava	tel	purchase document
	CS 21 Zlín, s.r.o.	nám. T. G. Masaryka 1280, 76001 Zlín	tel	purchase document
Intel				
LENOVO - NB, PC, servers,	GC SYSTÉM, a.s.	Czech Brethren Church, 7, 70200 Ostrava	tel.	purchase document

accessories (original IBM)	Dileris, Ltd.	Palackého 248, 53002 Pardubice	tel.	purchase document
	Dileris, Ltd.	Novoveská 95, 70900 Ostrava	tel.	purchase document
	AutoCont, a.s.	Kavfova 5, 70200 Ostrava	tel	purchase document
KODAK	Kodak Czech, s.r.o.	Kodaňská 46, 10010 Prague	tel.	completed ZL, proof of purchase
LEXMARK (printers, accessories)	ELSANTA, Ltd.	Na Větrově 83/55 142 00 Prague 4	tel.	purchase document
LG monitors	Xpectrum s.r.o.	Lužná 591/4, 16000 Prague	tel.	completed ZL
LG -MT	Britex CZ, Ltd.	Nádražní 3, 70230 Ostrava	tel.	Completed ZL
	Britex CZ, s.r.o.	Vožická 2582, 390 02 Tábor	tel.	completed ZL
	Britex CZ, Ltd.	J.Hory 1521, 272 01 Kladno	tel.	Completed ZL
MICROTEK	MacSource, Ltd.	Bělehradská 68, 12000 Prague 2	tel.	purchase document
MINOLTA (cameras, scanners)	Konica Minolta Photo Imaging Czech, s.r.o.	Svatoplukova 53, 79601 Prostějov	tel.	completed ZL
MINOLTA (printers, copiers, fax machines)	Konica Minolta Business Solutions	28. října 275, 70800 Ostrava	tel.	completed ZL

	Czech, s.r.o.			
MIRO monitors	AGORA plus, a.s.	Bauerova 10, 60300 Brno	tel.	completed ZL or proof of purchase
MITSUBISHI - monitors	AGORA plus, a.s.	Bauerova 10, 60300 Brno	tel.	completed ZL or proof of purchase
MOTOROLA -MT	EBM mobil s.r.o.	Husitská 80/157, 130 00 Prague 3	tel.	completed ZL
	EBM mobil s.r.o.	Haškova 17, 638 00 Brno-Lesná	tel.	completed ZL
	PPI-ETC s.r.o.	Na sychrově 8, 10127 Prague 10	tel.	Completed ZL
MULTIDISK -media	Eximpo Group Ltd.	Americká 3, 301 37 Plzeň	tel.	
NEC -monitors	Impromat- Computer, s.r.o.	Třída T. Bati 5267, 76202 Zlín	tel	purchase receipt
NIKON	Nikon, s.r.o.	Kodaňská 46, 10010 Prague	tel.	completed ZL
NOKIA -monitors	AGORA plus, a.s.	Bauerova 10, 60300 Brno	tel.	completed ZL or proof of purchase
NOKIA -MT	EBM mobil s.r.o.	Husitská 80/157, 130 00 Prague 3	tel.	completed ZL
	EBM mobil s.r.o.	Haškova 17, 638 00 Brno-Lesná	tel.	completed ZL

	GSMobile servis, s.r.o.	Kostelecká 879, 196 00 Prague 9	tel.	Completed ZL
	Cell Net, Ltd.	Rubensova 2241, 101 00 Prague-Skalka	tel.	completed ZL
	Britex CZ, Ltd.	Nádražní 3, 70230 Ostrava	tel.	completed ZL
	Britex CZ, s.r.o.	Vožická 2582, 390 02 Tábor	tel.	completed ZL
	Britex CZ, s.r.o.	J.Hory 1521, 272 01 Kladno	tel.	completed ZL
OKI	Daruma systems	Barrandova 1920, 14300 Prague 4	tel.	completed ZL, proof of purchase
OLYMPUS	Olympus CNS, photo service	Evropská 176, 16041 Prague	tel.	completed ZL, proof of purchase
PANASONIC - monitors	CS DATA, Ltd.	Kapitána Vajdy 2, 70030 Ostrava	tel.	purchase document
PANASONIC -MT	EBM mobil s.r.o.	Husitská 80/157, 130 00 Prague 3	tel.	completed ZL
	EBM mobil s.r.o.	Haškova 17, 638 00 Brno-Lesná	tel.	completed ZL
	Britex CZ, s.r.o.	Nádražní 3, 70230 Ostrava	tel	completed ZL
	Britex CZ, s.r.o.	Vožická 2582, 390 02 Tábor	tel	completed ZL
	Britex CZ, Ltd.	J.Hory 1521, 272 01 Kladno	tel.	completed ZL
PETRA -NB	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
PHILIPS -monitors	Xpectrum, s.r.o.	Lužná 591/4, 16000 Prague	tel.	purchase document
PHILIPS -MT	PHILIPS First Choice	Šafránkova 1, 155 00 Prague	tel.	completed ZL
PINNACLE	Exac, Ltd.	Zbraslavská 27,	tel	RMAs request

		15900 Prague 5	251819090	
PREMIO -NB, monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	purchase receipt, RMA request
QTEK -MT	GSMobile Service, Ltd.	Veselská 699, 199 00 Prague 9 - Letňany	tel.	purchase receipt, confirmed closing statement with IMEI
RELISYS monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
RONIN	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request
ROVERSCAN - monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	purchase receipt, RMA request

SAGEM -MT	GSMobile servis, s.r.o.	Kostelecká 879, 196 00 Prague 9	tel.	completed ZL
SAMSUNG - monitors, printers	Dileris, Ltd.	Rípská 1147/5, 62700 Brno	tel.	invoice
	Dileris, s.r.o.	Novoveská 95, 70900 Ostrava	tel	invoice
	Dileris, Ltd.	Pod Višňovkou 21/1662, 14000 Prague	tel.	invoice
	Dileris, Ltd.	Palackého 248, 53002 Pardubice	tel.	invoice
SAMSUNG -MT	GSMobile servis, Ltd.	Kostelecká 879, 196 00 Prague 9	tel.	completed ZL
	Britex CZ, Ltd.	Nádražní 3, 70230 Ostrava	tel.	completed ZL
	Britex CZ, s.r.o.	Vožická 2582, 390 02 Tábor	tel.	completed ZL
	Britex CZ, s.r.o.	J.Hory 1521, 272 01 Kladno	tel.	Completed ZL
	Siemens service telephone equipment	Lužná 591, 160 00 Prague	tel.	completed ZL
SONY ERICSSON - MT	GSMobile servis, s.r.o.	Kostelecká 879, 196 00 Prague 9	tel.	completed ZL
	Britex CZ, Ltd.	Nádražní 3, 70230 Ostrava	tel.	completed ZL
	Britex CZ, s.r.o.	Vožická 2582, 390 02 Tábor	tel.	completed ZL
	Britex CZ, Ltd.	J.Hory 1521, 272 01 Kladno	tel.	completed ZL
SONY monitors	Elvia, Ltd.	Na Bělidle 34, 15000 Prague	tel.	Completed ZL, proof of purchase
	Dileris, Ltd.	Novoveská 95, 70900 Ostrava	tel	proof of purchase
	Dileris, s.r.o.	Pod Višňovkou 21/1662, 14000 Prague	tel.	purchase document
	Dileris, Ltd.	Palackého 248, 53002 Pardubice	tel.	purchase document
SONY -MT	GSMobile servis, s.r.o.	Kostelecká 879, 196 00 Prague 9	tel.	completed ZL
SONY projectors	Elvia, Ltd.	Poděbradská 51, 19800, Prague 9	tel.	completed ZL, proof of purchase
SONY - everything except	Sony Czech, Ltd.	V Parku 2309/6,	tel.	completed ZL,

monitors, projectors, MT		14000 Prague 4	222864184	purchase receipt
THOMSON	TVS Servis	U Oblouku 507, 70800 Ostrava - Poruba	tel.	completed ZL, proof of purchase

TomTom	TomTom - service		tel.	proof of purchase, RMA request
TOSHIBA NB	CHG Service, a.s.	Vídeňská 102, 61900 Brno	tel.	proof of purchase
	CSF, s.r.o. headquarters	Střelecká 672, 50002 Hradec Králové	tel	purchase document
	CSF, s.r.o. branch	Jahodová 31, 10600 Prague	tel.	purchase document
VIEWSONIC - monitors	SIL Eastern Europe, a.s.	Těšínská 1970/56, 70200 Ostrava	tel.	proof of purchase, RMA request