

**COMPLAINT PROCEDURE RULES OF THE ONLINE STORE  
WWW.CATHERINEMULIER.COM**

Issued in accordance with Act no. 250/2007 Coll. on Consumer Protection and in accordance with Act no. 40/1964 Coll. Civil Code, as amended and in accordance with the General Terms and Conditions. (the “**CPR**”).

**Party Identification**

For the purposes of these CPR, the Seller is an Entrepreneur:

Business Name: simple story s.r.o.

Company ID: 51 897 202

Registered Seat: Devínska cesta 92, 841 04 Bratislava – the municipality of Devín

Registered in the Commercial Register of the District Court Bratislava I

Section Sro, Insert no. 130868/B

( the “**Seller**”)

For the purposes of these CPR, the Buyer is a natural or legal person who purchases goods through the Online Store for the personal use or the needs of their household members (the, “**Buyer**”).

E-mail address: [catherine@catherinemulier.com](mailto:catherine@catherinemulier.com)

Phone number: +421903266225

(The Seller and the Buyer together as the “**Parties**”)

**Procedure for Settling a Complaint/Claim**

1. Pursuant to this CPR, the Buyer may make a complaint in person, in writing, or by e-mail within the warranty period. The warranty period is 24 months for the Buyer who is a Consumer. Otherwise the warranty period is 12 months.
2. The complaint must clearly show who submits the complaint (name, surname, address for delivery), the subject of the complaint, which the Buyer claims (ie, in what way, you request to settle the complaint). Along with the complaint it is necessary to send the clean claimed Goods to the address of the Seller.
3. If the Goods are sent to the Seller by cash on delivery, the claim will be deemed unjustified.
4. If the complaint does not contain all the mandatory particulars related to the complaint and the Seller can identify the Buyer, they shall invite the Buyer to complete the complaint with the necessary data within 10 days. If the Buyer fails to complete the complaint, it will be deemed unjustified.
5. The time limit for settling a claim is 30 days from the date of claim. The Seller shall inform the Buyer of receipt of the claim and the Goods electronically on the day of delivery of the Goods to the Seller. Failure to fulfil this obligation by the Seller shall not affect the commencement of the period for settling the claim.
6. The claim is understood as the day of delivery of the Goods to the Seller and the delivery of the description of the claimed defect together with all mandatory particulars pursuant to par. 2 of this CPR.

7. The Seller shall not be liable for defects of the Goods arising during the warranty period as a result of wear, misuse, inadequate or improper treatment, natural changes in the materials from which the Goods are made, as a result of any damage by the Buyer or third party or other improper intervention.
8. If the defect is removable, the Buyer has the right that it is removed free of charge, in a timely and proper manner. The Seller is obliged to remove the defect without undue delay.
9. The Buyer may, instead of removing the defect, require replacement of the item or, if the defect concerns only a part of the item, replacement of the part, unless this causes unreasonable costs to the Seller in relation to the price of the Goods or the severity of the defect.
10. Instead of removing the defect, the Seller may always replace the defective item with a non-defective item, unless this does not cause the Buyer serious difficulties.
11. In the case of a defect that cannot be remedied and which prevents the thing from being properly used as a defect-free thing, the Buyer has the right to exchange the thing or to withdraw from the Contract. The same rights apply to the Buyer in the case of removable defects, however the Buyer cannot properly use the thing due to the repeated occurrence of the defect after repair or due to a larger number of defects.
12. In the case of other irremovable defects, the Buyer is entitled to a reasonable discount from the price of the item.
13. After handling a justified claim, the warranty period is extended by the duration of the claim. In case of unjustified complaint, the warranty period is not extended. The Buyer will be notified of the approval or rejection of the complaint by e-mail, which they stated during the purchase.
14. In the event that the Seller refuses to accept the claim, you may contact the relevant Inspectorate of the Slovak Trade Inspection according to the registered office of the Seller for an investigation. The address of that Inspectorate can be found at [www.soi.sk/contacts](http://www.soi.sk/contacts).
15. Other legal relations between the Seller and the Buyer not expressly regulated by this CPR shall be governed by the relevant provisions of generally binding legal regulations valid in the territory of the Slovak Republic.
16. The Seller is entitled to amend or supplement this CPR at any time due to changes in legislation and business environment. The Seller shall post the current wording of the Complaint Procedure Rules at their website.
17. This CPR come into force and effect from 9 September 2019 and fully replace the previous CPR. The Provides reserves the right to change the CPR without prior notice.

MODEL FORM FOR WITHDRAWAL FROM THE CONTRACT

(fill in and send this form together with the goods only if you wish to withdraw from the contract)

To - simple story s.r.o., Devínska cesta 92, 841 04 Bratislava - city district Devín

I hereby declare that I am withdrawing from the Contract for the following Goods:

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Date of Order / Date of Receipt: .....

Name and Surname of the Consumer:

.....

Consumer Address:

.....

Consumer's Signature (only if this form is submitted in paper form) .....

Date .....