



CUSTOMER COMPLAINTS & CLAIMS POLICY

HERRYS s. r. o., IČO: 45 280 436, with registered office: Žilinská 7-9, 811 05 Bratislava, registered in the Commercial Register of the City Court Bratislava III, department: Sro, insert no.: 61514/B (hereinafter referred to as "HERRYS") is issued by in accordance with Act no. 250/2007 Coll. on consumer protection, this complaint procedure.

1. The complaints procedure regulates the conditions, method and place of handling complaints, as well as the mutual rights and obligations of HERRYS and the client within the complaint procedure. Every client (hereinafter referred to as "consumer") has the right to file a complaint with HERRYS about the service provided.
2. The consumer can make a complaint at the headquarters or any branch or headquarters of HERRYS, or in writing at the address: HERRYS s. r. o., with registered office: Žilinská 7-9, 811 05 Bratislava.
3. The term complaint means the consumer's claim to verify the correctness, quality or extent of the service provided and/or the claim of responsibility for defects in the services of HERRYS. A consumer's complaint related to the non-fulfillment or defective fulfillment of obligations by a third party, a consumer's initiative to improve the services of HERRYS or any other request, the subject of which is not the services or activity of HERRYS, is not considered a complaint.
4. When applying for a complaint, the consumer has rights according to § 622 and § 623 of the Civil Code. The rights and obligations of the consumer related to the application and processing of the complaint are regulated by § 18 et seq. Act No. 250/2007 Coll. on consumer protection.
5. When making a complaint, the consumer decides which of the rights according to § 622 and § 623 of the Civil Code he applies. The consumer is obliged to attach all documents and evidence that prove his claims to complaints. Based on the consumer's decision, HERRYS will determine the method of handling the claim without delay, in complex cases no later than 3 working days from the date of application of the claim. In justified cases, especially if a complex expert assessment of the quality or scope of the service provided is required, he will determine the method of equipment within 30 days from the date of application of the complaint.
6. After determining the method of processing the claim, the claim is processed immediately, in justified cases the claim can be processed later, while the processing of the claim takes no more than 30 days from the date of application of the claim. After the expiry of the deadline for processing the complaint, the consumer has the right to withdraw from the contract. Completion of the complaint is understood as the termination of the complaint procedure by correcting an insufficiently or not at all provided (part) of the service, by paying an appropriate discount from the intermediary fee (commission). If the claim is unjustified, HERRYS will reject the claim.
7. HERRYS shall bear the costs associated with handling the claim. This does not affect the claim of HERRYS to reimbursement of demonstrably incurred costs related to the processing of an unauthorized claim.

8. HERRYS will issue a confirmation to the consumer when making a claim. If the claim is made via means of remote communication (e-mail), the HERRYS company will deliver a confirmation of receipt of the applied claim to the consumer immediately. If it is not possible to deliver the confirmation of the application of the claim immediately, it will be delivered without undue delay, but at the latest together with the document on the processing of the claim.

9. HERRYS will issue a written document on the handling of the claim no later than 30 days from the date of application of the claim.

ALTERNATIVE DISPUTE RESOLUTION

10. The consumer has the right to contact the company HERRYS (e.g. by e-mail to the address info@herrys.sk) with a request for correction if he is not satisfied with the way in which the company HERRYS handled his complaint or if he believes that the company HERRYS violated his rights.

11. If the company HERRYS responds negatively to this request or does not respond to it within 30 days from its sending, the consumer has the right to submit a proposal to initiate alternative dispute resolution to the entity of alternative dispute resolution according to § 12 of Act no. 391/2015 Coll. on alternative resolution of consumer disputes.

12. The competent entity for the alternative resolution of consumer disputes is the Slovak Trade Inspection, to which the consumer can submit a proposal at the address: Slovak Trade Inspection, Central Inspectorate, Department for International Relations and Alternative Settlement of Consumer Disputes, Prievozská 32, p. Mr. 29, 827 99 Bratislava 27 or electronically at: ars@soi.sk, adr@soi.sk.

13. The client (consumer) of HERRYS can use the online dispute resolution platform, available at:

<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>

14. The proposal for starting an alternative resolution of a consumer dispute must contain:

- a) consumer's first and last name, delivery address, e-mail address and telephone contact, if any,
- b) the exact designation of the HERRYS company, c) a complete and comprehensible description of the decisive facts,
- d) indication of what the consumer is requesting,
- e) the date when the consumer contacted HERRYS with a request for correction and information that the attempt to resolve the dispute directly with HERRYS was fruitless,
- f) a statement that the same proposal has not been sent to another entity for alternative dispute resolution, the court or arbitration court has not decided on the matter, no mediation agreement has been concluded on the matter, nor has alternative dispute resolution been completed in the matter in accordance with § 20 par. 1 letter a) to e) of Act no. 391/2015 Coll. on alternative resolution of consumer disputes.

This complaint procedure fully replaces the previous complaint procedure.

This complaint procedure takes effect on January 1, 2016.

Person authorized to process complaints:

JUDr. Martin Bečár, phone: 02/20868866

e-mail: info@herrys.sk