

COMPLAINT FORM

GEZGÍN OUTDOOR s.r.o.

Document No.: DOC-CMP-006	Revision: 1.0	Effective Date: 1 January 2026
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This form is used to notify GEZGÍN OUTDOOR s.r.o. (the “Seller”) of a defect in Goods, in accordance with Article XI (Liability for Defects in Goods and Complaints) of the Seller's General Terms and Conditions. Please complete all fields and send this form, together with any supporting documents (photos, delivery note), to the contact e-mail of the Seller's branch from which the Goods were delivered.

Complaint No. (assigned by Seller)	
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1. Buyer Details

Company name	
Company ID (IČO)	
Establishment / delivery point	
Contact person	
Telephone	
E-mail	

2. Delivery Details

Date of delivery	
Order number	
Sales document / delivery note number	

3. Claimed Goods

Item / product name	Quantity	Reason for complaint

4. Description of the Defect

(Please describe the defect in detail, including how and when it was discovered.)

5. Requested Resolution

☐ Replacement of the Goods ☐ Repair ☐ Discount on the price ☐ Refund / withdrawal from the contract

6. Bank Account for Refund (if applicable)

Account number / IBAN	
Bank name	

Date: _____ Signature: _____

Please note: notification of defects other than apparent defects must be made within 7 days from discovery of the defect (Article XI.4 of the GTC). Defects in foodstuffs subject to rapid spoilage must be claimed no later than the following day after delivery (Article XI.5 of the GTC). The Seller will handle the complaint within 30 days from the date the complaint is asserted.

Language. In the event of any discrepancy or difference in interpretation between this English version and the Czech-language version of this Complaint Form, the Czech-language version shall be exclusively decisive and binding, without prejudice to any mandatory consumer-protection rights under applicable law.

For Internal Use Only

Received by	
Date received	
Complaint protocol reference	
Outcome / resolution	