

Complaints Procedure

1. Introductory provisions

This Complaints Procedure regulates the terms and conditions for complaints about digital content - electronic books (e-books) purchased through the website www.gabrielavolf.com, which is operated by:

Bc. Gabriela Volfová

ID: **23522411**

Registered office: **Rokycanova 1236, 282 01, Český Brod**

Tel. 731281286

(hereinafter referred to as "Seller")

2. Buyer's rights from defective performance

The Buyer has the right to make a claim if the purchased e-book has a **defect**, in particular:

- the file cannot be downloaded
- the file is damaged or illegible
- the delivered file is not as described (e.g. different content)

A claim **cannot be made** if the defect is caused by:

- unsuitable equipment or software of the buyer
- failure to comply with the recommended technical requirements
- damage caused by unprofessional handling

3. Making a claim

A claim must be made **without undue delay**, but no later than 14 days after the purchase of the product. The buyer sends the claim by e-mail to:

gabrielapeceslaskou@email.cz

The complaint must include:

- the name of the buyer
- date of purchase and method of payment
- description of the defect
- the attached problem file (if possible)

4. Handling of the complaint

The seller will assess the complaint and send a statement to the buyer within **3 working**

days. If the complaint is justified, the buyer has the right to:

- to have the file repaired (corrected version)
- or the delivery of a new file
- if the e-book cannot be repaired or replaced, the buyer is entitled to a refund

5. Contact details

To make a complaint, please contact: **gabrielapeceslaskou@email.cz**