

## Returns & Claims

- The products obtained on the basis of orders can be returned without stating a reason within 14 days of receipt of the shipment. The products that are returned or claimed can be sent to the following address:  
MANUFATURA s.r.o., Nábřeží 4, 150 00, Prague 5, at customer's own expenses.
- The returned product must be returned undamaged in original packaging with original sales notes, i.e. receipt, invoice.
- MANUFATURA s.r.o. is liable to the Buyer for the product sold, i.e. at the time when the Buyer takes over the product it has the properties specified by the Seller on the packaging. Next, the Seller is liable for the purpose of the product specified by the Seller, or for the purpose that is typical of the product, and for its corresponding quantity. The product must be free from patent defects and must comply with all respective legal requirements.
- The Seller is liable for latent defects that the product has at the time of reception by the Buyer and that occur on the product during the lawful term specified on the product (unless the nature of the product indicates otherwise), and for the defects the Seller caused due to breach of their duties.
- The Seller is not liable for possible defects of the product that occur during the lawful term due to wear or improper use.
- In case of enforcement of claim the product must be sent back with a sales note and description of the defect.
- In case of justified claim the Buyer is entitled to replacement of the defective product for a flawless one, or they have the right to withdraw from the agreement. The Buyer informs the Seller about their choice when notifying the defect. The Buyer cannot change their choice without the Seller's consent.
- The product cannot be returned by mail order. If any is sent by this method, it will not be accepted. Money for returned goods or for justly claimed goods will be paid back to the customer immediately at their specified bank account.
- Information about the handling process of the claim is sent by email to the address specified by the Buyer, or possibly to the postal address specified in the order of the claimed goods. If the customer requires sending information to another address, they must specify it in the claim form. After receiving the claim and the claimed goods the Seller informs the Buyer about its processing.
- In case of withdrawal from the agreement a statutory deadline must be met, which is within 14 days from receipt of the order (goods). In case of returning goods, please contact us on [eshop@manufatura.cz](mailto:eshop@manufatura.cz).