Out-of-court resolution of consumer disputes

1. Dear consumer, if you believe that we have caused you harm or failed to meet our obligations, please write to our email address: obchod@kovovynabytek.cz .
2. If we are unable to resolve the dispute directly, based on Act No. 378/2015 amending Act No. 634/1992 Coll., on Consumer Protection, you also have the right to out-of-court resolution of consumer disputes.
3. The entity (ADR) for out-of-court resolution of consumer disputes between the merchant and the consumer is the Czech Trade Inspection Authority, or another entity authorized by the Ministry of Industry and Trade, see <https://www.mpo.gov.cz/dokument169867.html> .
4. At the Czech Trade Inspection Authority, the consumer has the option to submit a proposal through an online form available on the Czech Trade Inspection Authority's website: <https://www.coi.cz/informace-o-adr/> .
5. The consumer may submit a proposal to the Czech Trade Inspection Authority or an authorized entity no later than 1 year from the date on which they first asserted their right, which is the subject of the dispute, with the seller.
6. The consumer may also submit a proposal through the platform for online dispute resolution of consumer disputes provided by the European Union, available at: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN> . Only a consumer residing in the EU can submit a proposal here against a trader based in the EU.
7. If the disputing parties are not satisfied with the quality of the out-of-court resolution of the consumer dispute and believe that the Rules for out-of-court resolution of consumer disputes have been violated during the proceedings, they may file a complaint to the Ministry of Industry and Trade or to the email address: adr@mpo.cz .
8. In the case of cross-border disputes, the European Consumer Centre Czech Republic assists consumers in accessing the relevant out-of-court resolution entity.
9. The parties bear the costs associated with out-of-court resolution of consumer disputes themselves.