

## CLAIM FORM



(If you wish to file a claim within the statutory period, please contact us, describe the issue and send us a photo of the defective product or part. In the case of a claim, we only pay the shipping costs if you use our shipping service. If you decide to send our products back via another carrier, you are entitled to only be compensated up to the amount of our transport fee. Please attach this printed and signed form to the returned goods.

Return and claim address: **Monkey Mum s.r.o., Pod Stupni 1567/11, Praha 10 - Vršovice, 101 00, Czech Republic, +420 725 441 733)**

### ADDRESSEE (SELLER)

Monkey Mum s.r.o.

ID: 07597851

Registered office: V Nových domcích 401/2, Prague 10, 102 00

Registered in the Commercial Register kept by the Municipal Court in Prague, Section C, Insert 303804

Email address: [help@monkeymum.com](mailto:help@monkeymum.com)

Phone number: +420 725 441 733 (only whatsapp message)

for the sale of goods through an online store located at:

[www.monkeymum.com](http://www.monkeymum.com)

### CONSUMER

Name and surname

Address:

Phone number:

Email address

Exercising the right from a defective performance (claim/complaint)

On \_\_\_\_\_ I placed a purchase order in your store (see purchase order specification below).

The purchased product exhibits the following defects

.....  
.....  
.....  
.....

Date of order: ..... Date of receipt

Purchase order number:

The amount paid for the goods will be refunded by bank transfer to the account number:

.....  
or via the payment gateway originally selected for the payment of the purchase.

In ....., on ..... (place and date)

Consumer's name and surname