

## **RETURN POLICY**

In accordance with Act no. 250/2007 Coll. on consumer protection and in accordance with the Commercial and Civil Code to ensure the correct procedure for handling complaints by employees of the operation at the address: Dolná Resla 2, 969 01 Banská Štiavnica.

I issue this complaint procedure, the purpose of which is to properly inform the consumer about the scope, conditions and manner of claiming liability for defects in products and services, including information on where the complaint can be made.

1. If the consumer (customer) finds out that he sells drinks or goods have defects, he has the right to complain about them. Defects of beverages and all goods, according to the current offer, intended for immediate consumption are reported by the consumer (customer) before consumption or immediately after the start of consumption by the operating staff (employees of the plant or the operator).
2. If the consumer (customer) exercises the right to complain about a defect in goods or services, the operating staff is obliged to decide on the complaint immediately. If it is not possible to process the complaint immediately (or considers it unfounded), he is obliged to write a record of the complaint - a record of complaints and a "complaint ticket". The record is resigned to the responsible employee (designated employee or one of the managers) who decides on the complaint, according to applicable legislation. The operating personnel who accept a complaint about defective goods or a service complaint are obliged to issue the consumer with a proof of the complaint and the method of its handling, even if the complaint is not complied with on the spot and in its entirety.
3. The consumer (customer) has the right to request free, proper and timely elimination of the defect if the correct quality, weight, rate and temperature of the served product are not observed. Complaints due to the quality and temperature of drinks are made by the consumer immediately after the start of consumption. Complaints due to the size and weight of drinks and snacks are made by the consumer before the start of consumption. In the case of irreparable defects, the consumer has the right to request an exchange of drinks and snacks or a refund of the price paid.
4. These Complaints Procedure shall enter into force on 13.03.2021.

PhDr. Dávid Ivan, managing director

Telephone contact: 0907 658 499

**Residence BS, s.r.o.**  
MUDr. Straku 2894/6  
965 01 Žiar nad Hronom  
IČO: 53 59 99 51  
DIČ: 212 142 4680, IČ DPH/SK212 142 4680