

INFORMATION FOR CONSUMERS

In the event that a consumer dispute arises between us and the consumer from a purchase contract or from a contract for the provision of services, which cannot be settled by mutual agreement, then the consumer may submit a proposal for the extrajudicial resolution of such a dispute, addressed to the entity for extrajudicial consumer dispute resolution, being the

Czech Trade Inspection Authority
Central Inspectorate – ADR Division
Štěpánská 15

120 00 Praha 2

Czech Republic

e-mail: adr@coi.cz,

website: <http://www.coi.cz/cz/pro-podnikatele/informace-pro-prodejce/mimosoudni-reseni-spotrebitelskych-sporu-adr/>

The consumer may also utilize the platform for resolving disputes online, which has been established by the European Commission at the address <http://ec.europa.eu/consumers/odr/>