Complaints procedure

The Seller, My Lux Paw s.r.o., with its registered office at Vendelínska 51/49, 900 55 Lozorno, Company ID 44 986 459 (hereinafter "Seller"), issues this Complaints procedure to inform the Customer of the terms and the way of making complaints about products, including where the Customer may make a complaint, and of the warranty repairs of goods, in accordance with Act No. 108/2024 Coll. on Consumer Protection (hereinafter "Consumer Protection Act") and the relevant provisions of Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter "Civil Code"). The Complaints procedure is part of the General Terms and Conditions.

This Complaints procedure is available to the Customer on the Seller's website www.myluxpaw.sk.

Liability for defects

The Customer has the right to claim under the warranty only for goods showing defects caused by the manufacturer, the supplier or the Seller, which are covered by the warranty and were bought from the Seller. In other cases the Seller cannot repair the damaged goods under the warranty; if the Customer, after being told so, still asks for a repair, the Customer is required to pay the Seller the costs of servicing and repairing such goods.

The Seller is responsible for the defects the goods have when the Customer takes them over. For used items, the Seller is not responsible for defects caused by use or wear. For goods sold at a reduced price, the Seller is not responsible for the defect for which the lower price was agreed.

The Seller is responsible for defects that occur after the goods are taken over, during the warranty period.

Upon the Customer's request, the Seller provides a written warranty (warranty certificate); otherwise it is sufficient if the Seller issues a proof of purchase instead of the warranty certificate.

The Customer is obliged to inspect the goods immediately upon their receipt from the carrier. If mechanical damage to the packaging is found, the Customer is required to check the condition of the goods and, in the event of damage, make a record of the damage in the presence of the carrier. The carrier is responsible for damage that occurred during transport. On the basis of the record, the Customer is provided with a reasonable discount or a new product once the case has been settled with the carrier.

Complaints about mechanical damage to a product that was not obvious when the parcel was received must be made immediately upon its detection, i.e. immediately after the first use of the product. Later complaints of this kind can only be accepted if the Customer proves that the goods had the claimed defects when they were received.

Before the first use, the Customer is required to read the warranty conditions, including the instructions for use, and to follow them thoroughly. The warranty does not apply to normal wear and tear of the item (or parts of it) caused by use. A shorter product life therefore cannot be considered a defect and cannot be claimed.

For jewellery, the Seller is not responsible for the following defects:

1. mechanical damage to the product: a broken chain, a broken stone, scratches, dents, deformation, a lost stone caused by a broken or bent setting, a broken clasp, kinked cable chains, a cracked ring shank,
2. damage caused by normal wear: natural wear such as the rubbing of the hanging rings of drop earrings, worn rings of pendants, worn links of chains, the common wear of rhodium-plated

jewellery, such as the bottom part of white gold rings,
3. goods damaged by not following the care instructions.

The claimed goods must be complete.

Duration of the warranty

We provide a 24-month warranty for all goods, unless stated otherwise; it begins on the date the Customer receives the goods. For food and food supplements, the Seller is responsible for the goods being free of defects until the best-before or use-by date stated on the package, provided they are stored according to the instructions on the package. If necessary, we also arrange post-warranty service. Information on service points for warranty and post-warranty service is provided on request by telephone or e-mail.

How to make a complaint

1. The Customer makes the complaint by e-mail to info@myluxpaw.sk or in writing to the Seller's registered office, stating his or her name and surname, address, telephone number, order number, the date of receipt of the goods and a description of the claimed defect.
2. The Customer is obliged to send the Seller a copy of the invoice, which also serves as the warranty certificate (or the warranty certificate, if one was issued on request).
3. Place the claimed jewellery in a plastic envelope available at the post office and send it as an insured letter to Vendelínska 51/49, 900 55 Lozorno, Slovak Republic. Enclose the jewellery, if possible in its original packaging, the description of the complaint as in point 1, and a copy of the invoice, which also serves as the warranty certificate, or the warranty certificate if one was issued on request. For a complaint about food, please contact us by e-mail before sending the goods; we will agree the next steps with you.

All repairs of lawfully claimed goods are free of charge during the warranty period. The right to a free warranty repair also expires if the product has been interfered with during the warranty period by anyone other than an authorised person. In such a case the Seller also reserves the right not to refund the money for such goods and not to exchange them for other goods.

Settling the complaint

The Seller decides on the complaint immediately, in complex cases within 3 working days. In justified cases, especially if a complex technical assessment of the product is required, no later than 30 days after the date of the complaint. After this period the Customer has the right to withdraw from the contract or to have the product exchanged for a new one.

The Seller is obliged to issue a written document on the settlement of the complaint no later than 30 days after the date of the complaint.

The Seller is obliged to settle the complaint and end the complaint procedure in one of the following ways:

1. handing over the repaired goods,
2. exchanging the goods,
3. refunding the purchase price of the goods,
4. paying a reasonable discount on the price of the goods,
5. rejecting the complaint with a reason.

The warranty period is extended by the duration of the complaint procedure. If a complaint made within the statutory warranty period has been settled by exchanging the goods for new ones, the

warranty period begins again from the date the complaint was settled.

Dispute resolution

If the Customer disagrees with the rejection of the complaint, he or she may contact the Slovak Trade Inspection (SOI). SOI is the state authority supervising the internal market in consumer protection matters with nationwide competence. Any consumer disputes between the Seller and the Customer regarding obligations arising from Purchase contracts concluded in the online store www.myluxpaw.sk may be resolved out of court. The body for the out-of-court resolution of these disputes is the Slovak Trade Inspection (www.soi.sk).

The consumer protection supervisory authority is the Slovak Trade Inspection, P.O. Box 29, Prievozská 32, 827 99 Bratislava 27, and for goods made of precious metals the Hallmarking Office of the Slovak Republic, Medená 93/10, 811 02 Bratislava – Staré Mesto.