

Warranty & Return Policy

Hygge Lighting s.r.o.

1. Introductory Provisions

This policy sets out the conditions, methods, and scope for exercising claims related to defective goods (hereinafter referred to as 'complaints') at Hygge Lighting s.r.o., registered at Mojmírova 1237, 686 01 Uherské Hradiště, ID: 08431418, VAT: CZ08431418, registered with the Regional Court in Brno, Section C, Insert 113676.

This procedure complies with Act No. 89/2012 Coll., the Civil Code, and Act No. 634/1992 Coll., on Consumer Protection, as amended.

Definitions

- Customer – A natural or legal person who has entered into a purchase agreement with the supplier.
- Supplier – Hygge Lighting s.r.o., the seller of the goods responsible for their quality.

By concluding the purchase agreement and receiving the goods, the customer agrees to this policy.

2. Conditions for Making a Complaint

2.1. Legitimate Complaints:

- Visible damage from transport – must be claimed upon delivery from the carrier.
- Visible defects upon acceptance – must be claimed within 10 working days of receipt.
- Product mismatch – delivery of goods different from the purchase agreement.
- Incorrect quantity – delivery of a different amount than ordered.
- Hidden defects – discovered after receipt and not meeting agreed specifications.

2.2. Unjustified Complaints:

- Discounted goods with known defects.
- Defects known to the customer before purchase.

- Defects from improper handling, maintenance, or force majeure (e.g., natural disaster).
 - Transport defects not reported to the carrier.
 - Hidden defects reported after the warranty period.
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3. Filing a Complaint

3.1. Method of Filing:

- In person at the company address.
- In writing or via email.
- A complaint report will be created including:
 - Customer contact details,
 - Description of the defect,
 - Requested resolution method,
 - Date of complaint submission.

The customer must present proof of purchase and allow inspection of the defective goods.

3.2. Complaint Deadlines:

- Visible defects – within 10 working days of receipt.
 - Hidden defects – within the warranty period.
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4. Complaint Resolution

Complaints are handled by the company's authorized personnel. Complex cases may be consulted with management.

4.1. Possible Resolutions:

- Repair of defective goods.
- Replacement with new goods.
- Adequate discount.
- Contract withdrawal and refund if repair or replacement is not possible.

In case of incorrect quantity or product mix-up, the issue will be corrected as soon as possible.

The resolution period is 30 days unless otherwise agreed.

5. Final Provisions

All other matters are governed by the relevant provisions of the Civil Code.

This complaint policy is effective from the date of publication.