**Complaint**

**(exercising rights associated with defective performance)**

**Name and Surname:** *Josef Pražák*

**Address:** *Staroměské náměstí 1, Prague 1 , 10000*

**Phone:** *+420 602 163 498*

**E-mail:** *j.prazak@prague.eu*

**Seller:** Prague Information Service

**Company ID:** 00063491

**Address:** *Arbesovo náměstí 70/4, Prague 5, 15000*

**Date:** *01 May 2015*

Dear Sir or Madam,

On *01 May 2015* I purchased the following item from your e-shop ([www.apollostore.cz](http://www.apollostore.cz)): *Magic Cup*. This item has *a broken handle.*

As this is appears to be a defect that can be removed, I am requesting that you repair this item within no more than the legally required period of thirty (30) calendar days.

At the same time, I am requesting that you issue a written confirmation that this complaint has been lodged, including the date on which I have made the complaint, the contents of the complaint, and my entitlement to the rectification of the situation, as well as the following subsequent information: confirmation of the date on which the complaint was processed and the method used, including confirmation of any repairs made and the length of time it took to make the repairs.

Thank you in advance for your prompt attention to this matter.

Best regards,

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(signature)

Enclosures: Copy of the purchase document

(podpis)