

Complaints Procedure (EN)

Version 2026-05-23

1. General Provisions

****Seller:****

HOOKAH GARAGE s.r.o., Dobrovského 874/29, 702 00 Ostrava, Czech Republic

Company No.: 08997608 | VAT No.: CZ08997608

E-mail: office@titaniumcarcare.eu

2. Warranty Period and Liability for Defects

The Seller is liable to the consumer for the goods being free from defects at the time of handover. For consumer goods, the Seller is liable for defects that become apparent within ****24 months**** of the consumer taking delivery.

The following do ****not**** constitute a defect:

- wear and tear caused by normal use;
- defects caused by mechanical damage by the buyer;
- defects caused by improper or incorrect use, storage or handling;
- damage caused by natural disasters or external events.

A defect that appears within ****12 months**** of delivery is presumed to have existed at the time of delivery.

3. Rights Arising from Defective Performance

The consumer may claim (at their choice):

1. ****Free-of-charge repair****
2. ****Replacement**** of the defective goods with new goods
3. ****A proportionate price reduction****
4. ****Withdrawal from the contract**** – only if the Seller refuses to remedy the defect, the same defect recurs (3 times after repair), or the defect constitutes a material breach of contract.

4. Complaints Procedure

The consumer must file a complaint without undue delay after discovering the defect. Complaints can be submitted:

- ****By e-mail:**** office@titaniumcarcare.eu
- ****In writing or in person**** at: Dobrovského 874/29, 702 00 Ostrava

The complaint must include: order number, description of the defect, photographic documentation (recommended), batch/lot number and best-before or use-by date (if shown on the product packaging), contact details and desired resolution method.

5. Resolution Timeframes

The Seller will resolve the complaint ****without undue delay, within 30 days**** of the complaint being filed. Failure to comply within the deadline is treated as a material breach of contract.

6. Returning Defective Goods

The consumer must send the defective goods to the Seller's address by registered post (not cash-on-delivery; COD parcels will not be accepted). The consumer bears the cost of sending the goods for the complaint. The Seller bears the cost of returning the goods after resolution.

7. Complaint Outcome

The Seller will inform the consumer of the outcome ****by e-mail or in writing**** and will issue a written confirmation (complaints record) with the date and method of resolution.

8. Out-of-Court Dispute Resolution

- ****Czech Trade Inspection (ČOI):**** Štěpánská 15, Praha 2; adr@coi.cz; www.coi.cz
- ****EU ODR platform:**** <http://ec.europa.eu/consumers/odr>

9. Final Provisions

This complaints procedure takes effect from the date stated in the document header version.

Current version effective from the date stated in the document header.