**Complaints Procedure for Moodix E-shop**

**Complaints and Returns**

**COMPLAINTS**

You are required to prove the purchase of the item as a consumer by presenting a purchase document or another sufficiently credible way.

As a consumer, you cannot exercise rights from defects that you caused yourself or that you knew about when purchasing. The same applies to defects for which we, as the seller and consumer, agreed on a price reduction. We are also not responsible for normal wear and tear of the item.

Complaints must be made no later than within 24 months. Complaints must be made promptly to prevent the defect from spreading and subsequently being rejected. By timely notifying the defect after it appears, you can ensure smooth handling of the complaint.

A complaint is only resolved when we inform you of its resolution. If the statutory period expires, consider it a material breach of contract, and you may withdraw from the purchase contract.

**How to Make a Complaint?**

If you decide to make a complaint, send it to the address Moodix shop, 28 října 780/10, 415 01 Teplice, along with a filled-out COMPLAINT FORM.

We will inform you in writing via email about the progress of the complaint, especially its acceptance, resolution, or rejection. We may also contact you by phone.

We will decide on the complaint without delay. Resolving the complaint, including the removal of the defect, will usually not take longer than 30 days. Otherwise, you are entitled to withdraw from the purchase contract. To meet the specified period, you need to provide the necessary cooperation.

**NOTICE OF THE RIGHT TO WITHDRAW FROM THE CONTRACT – RETURNING GOODS**

Address for returns and complaints: Moodix shop, 28 října 780/10, 415 01 Teplice.

**When Can I Withdraw from the Contract Without Giving a Reason?**

You can return any goods you purchased from us. The exception is goods that have been customized or made according to your requirements.

If you wish to withdraw from the contract within 14 days of purchase without giving a reason, the goods must be undamaged, unworn, unwashed, and unsoiled, and if possible, in the original packaging. The seller is entitled to unilaterally set off the claim for damage compensation on the goods against the buyer's claim for the return of the purchase price.

**How to Proceed When Withdrawing from the Contract Without Giving a Reason?**

Within 14 days of receiving the goods, notify us of your decision to withdraw from the contract. The best way is to contact us at office@moodix.market or. You can also use the Withdrawal Form and attach it to the shipment.

Return the goods without delay, no later than 14 days from the withdrawal, to the address Moodix shop, 28 října 780/10, 415 01 Teplice.

We will return the purchase price of the goods to you no later than 14 days from the date of withdrawal. However, we may withhold payment in accordance with the law until you return the goods to us. If you withdraw within the first 14 days of receiving the goods, you are also entitled to reimbursement of delivery costs corresponding to the cheapest available delivery method.

If you want to exchange the goods for another, contact us at office@moodix.market. Postage for re-sending the parcel will be charged depending on the delivery method according to the price list.

Detailed conditions for withdrawal from the contract can be found in the terms and conditions.