

## Return policy

company

Vektiva s.r.o.

Rezlerova 294,

Prague 10 – Petrovice

109 00 Czech Republic

Tax identification number: CZ 27897443

Registered in the commercial register amended by the Municipal court in Prague, section C,  
number 125004

Of

The sale of goods through the online store located at the Internet address:

[www.vektiva.com](http://www.vektiva.com) a [www.smarwi.com](http://www.smarwi.com)

### 1. WARRANTY

1.1. Resulting from the Consumer Protection Act a 24-month warranty is guaranteed for the goods.

### 2. HOW TO SEND THE RECLAMATION PROTOCOL

2.1. You can fill out the reclamation protocol attached at the end of this document and send it to e-mail address: [support@vektiva.com](mailto:support@vektiva.com). Vektiva.com support team will contact you and arrange the necessary steps of the claim, including goods transport and information about the reclamation status.

### 3. GOODS TRANSPORT

3.1. After receiving the reclamation confirmation and instructions, please send the goods to address:

Stepan Novak

Vektiva sro.

Milanska 465,

Prague 10

109 00 Czech Republic

Please use logistic company supporting package tracking to avoid loss of return goods.

Cost of goods transport back to Vektiva s.r.o. is paid by customer. Cost of transport while returning goods to customer is paid by Vektiva s.r.o.

#### 4. WHEN THE RECLAMATION ISN'T APPLICABLE

- 4.1. In cases where the device is not installed and used in accordance with policy of the Instructions for use (what is part of the product packaging) the reclamation couldn't be applied.

#### Reclamation protocol

In case of a reclamation fill out the form below, copy it to the email and send it to address: [support@vektiva.com](mailto:support@vektiva.com). We will assign you contact for your reclamation case & package delivery.


Defect description:

Invoice number:

First name and surname of buyer:

Buyers address:

Phone number: