

INFORMATION ON THE OUT-OF-COURT SETTLEMENT OF CONSUMER DISPUTES

The Czech Trade Inspection Authority oversees compliance with Act No. 634/1992 Coll., on Consumer Protection, as amended. The consumer may lodge a complaint with this supervisory authority in connection with the conclusion and performance of a contract.

If a dispute that cannot be resolved by agreement arises between the seller and the consumer under a concluded contract, the consumer may file a motion for the out-of-court settlement of the dispute before the Czech Trade Inspection Authority, Central Inspectorate - ADR Department, with its registered office at Štěpánská 15, 120 00 Prague 2. email: adr@coi.cz, web: adr.coi.cz, which oversees compliance with Act No. 634/1992 Coll., on Consumer Protection, as amended.

NOTICE OF ELECTRONIC REGISTRATION OF SALES

Pursuant to the Act on the Registration of Sales, the seller must issue the buyer with a sales receipt. At the same time, it must register the revenue received with the tax administrator online; in the event of a technical outage, within 48 hours at the latest.