

RETURN POLICY AND CONSUMER PROTECTION

Our store cares about its reputation in its customers' interests.

The estimated delivery time for any item in our store is three business days.
To track the shipped goods, we provide digital receipts.

If the goods delivery is delayed due to any reason or you are not satisfied with the quality of the goods, we are ready to return the payment at the buyer's first request.

Customer support

For any question related to your purchase, delivery or return of goods, as well as the return of payment, you can contact our support team:

Email: info@techmarket.website

Our managers will contact you no later than three hours after receiving an email.

Telephone: +420776854635

You can contact us by phone

Sun 10:00am-5:00pm

Mon-Thu 10:00am-7:00pm

Fri 10:00am-5:00pm

If you are not satisfied with our service, we will refund your payment.

We will definitely refund the payment in the cases as follows:

- if you have not received the goods within three working days from the date of payment;
- if you received the product but are not satisfied with its quality or the supply set does not match the one stated on the product page in our store;
- if you wish to return the delivered goods for other reasons (for example, you mistakenly chose some goods)

Refunds are made only to the original method of payment (the Buyer's personal account or the Buyer's bank card with which the goods were paid).

If you have not received the item yet

To make a refund, just send an e-mail from your e-mail address specified during registration on our website <https://techmarket.website/> at info@techmarket.website with a request to return the payment and indicate the goods.

Your payment will be returned within two working days to the details from which the payment was made.

If you have received an item but are not satisfied with its quality (or for any other reason)

To return the payment, please send an e-mail from your e-mail specified during registration on our website address <https://techmarket.website/> to the email address info@techmarket.website with a request to return the payment indicating the goods and the reason for the return.

You should also send the received goods to our postal address:

Vaclavske namesti 831/21, Nove Mesto, 110 00 Praha 1.

Recipient: RCC IT - management s.r.o.

Telephone: +420776854635, and attach to the letter confirmation of sending the parcel with the goods.

Your payment will be returned within two business days from the date of shipment of the goods to our store's address, to the details from which the payment was made.

Warranty

Our store provides a warranty for the goods according to the warranty of the manufacturer of the goods stated in the warranty certificate attached to each product. Usually, a warranty is one year. Nevertheless, each product has its own warranty periods and rules provided by the product manufacturer. In the event of a warranty case, you can contact the manufacturer's service centre or contact our support service. We will help you contact your product manufacturer service centre.

If a product is eligible for a return under warranty, it will be replaced with a similar product within five days. Replacement is carried out by the service centre of the manufacturer of a particular product.

CONSUMER PROTECTION INFORMATION

If you have a problem with the purchase of goods or services, or you want to get information about consumer rights, you can use the advice or other services of consumer organizations. If you want to resolve a dispute, here are the options.

Consumer organisations

Consumer organisations defend the legitimate interests of consumers on the internal market. When a consumer has a dispute with a business, consumer organisations provide advice on how to deal with it as part of their advisory work.

Out-of-court consumer dispute resolution

Out-of-court dispute resolution is a method of resolving disputes without involving the courts. Under the Consumer Protection Act, consumers have the right to an out-of-court settlement of a consumer dispute arising from a purchase contract or a contract for the provision of services. The initiation of an out-of-court settlement is without prejudice to the right of the parties to the dispute to seek protection of their rights and legitimate interests through the courts.

The European Consumer Centre

The European Consumer Centre of the Czech Republic provides information on consumer rights in the common European market and offers free help and advice to consumers in their disputes with businesses from other EU countries, Norway and Iceland.

Out-of-court consumer dispute resolution

Act No. 634/1992 Coll., On Consumer Protection, as amended (hereinafter referred to as the “Consumer Protection Act”), enshrines a system of so-called out-of-court consumer dispute resolution (also ADR - Alternative Dispute Resolution). It is a method of resolving disputes without the involvement of courts. The consumer dispute is resolved through the ADR entity according to the sector to which the dispute relates.

According to the Consumer Protection Act, a person who does not act within the scope of his business activity or within the independent exercise of his profession has the right to out-of-court consumer dispute resolution under a purchase contract or a contract for the provision of services. The main aim is to reach an amicable settlement of the dispute and the agreement of the parties on the basis of mutual communication.

As a rule, the consumer may file a proposal to initiate a dispute with the ADR entity no later than 1 year from the time when he / she has asserted his / her claim with the entrepreneur for the first time (he / she first warned the entrepreneur that a problem arose). The next procedure is based on the rules of individual ADR entities.

ADR entities:

The Czech Telecommunications Office (CTO) – resolves disputes in the field of electronic communications and postal services.

An application to initiate an out-of-court settlement of a consumer dispute must be submitted pursuant to the Administrative Procedure Code in the form prescribed by law, stating what is to be decided and how and who is submitting it. If the application to initiate an out-of-court settlement of a consumer dispute suffers from defects, the administrative authority will help the applicant to remedy them. The claimant may terminate its participation in the litigation by withdrawing the application.

Website link (ADR): <https://www.ctu.eu/out-court-dispute-resolution>

Link to the form for filing a dispute resolution application: electronic forms 2 and 3 can be used <https://www.ctu.eu/forms>

Contact: The Czech Telecommunications Office, Sokolovská 219 Praha 9

Tel.: +420 224 004 502

E-mail: spotrebitelskespory@ctu.cz

The Czech Trade Inspection Authority (CTIA)

- is the principal supervisory authority and supervises all products for which none of the above supervisory authorities is competent
- **website:** <https://www.coi.cz/en/>