

Complaint Confirmation (Annex No. 3)

Smart City s. r. o. (Ltd.), with its registered office at Mlynské Nivy 16, 821 09 Bratislava, Slovak Republic, Reg. No. (IČO): 47 243 091, legal form: limited liability company registered in the Commercial Register of the District Court in Bratislava I, Section: Sro, File no.: 85105/B (hereinafter referred to as "**SOMstore**" or the "**Company**") hereby confirms that the Client

First name and surname: [●]

Permanent residence: [●]

(hereinafter referred to as the "**Client**")

Email or telephone number: [●]

Invoice number: [●]

Submitted a complaint of the goods [●] (hereinafter referred to as the "**Goods**") on [●]

The Client has stated that the Goods have the following defects [●] starting from [●] and therefore requires [●].

Enclosure: Invoice number [●] dated [●]

Bratislava, on [●].

Smart City s. r. o. (Ltd.)

[●]

The Client's complaint was **reasonable / unfounded**.

[**OPTION 1**]

Due to the fact that the Client's complaint was reasonable, SOMstore handled the complaint as follows:

- [●],
- [●].

[**OPTION 2**]

The Client's complaint was unfounded as the Goods [●]. Therefore, SOMstore has not taken [based on a professional judgment made by the company [●] [APPLICABLE IF THE COMPLAINT WAS SUBMITTED DURING THE FIRST 12 MONTHS]] any actions and rejected the complaint as unfounded.

[If the Client has submitted a product complaint after 12 months from the purchase of the Goods, the Client may send the product for professional judgment to the company [●]. [APPLICABLE IF THE COMPLAINT WAS SUBMITTED AFTER THE FIRST 12 MONTHS]]

If the Client does not agree with the rejection of the complaint, the Client has the right to proceed in accordance with par. 5 Alternative Dispute Resolution of the GBTC, to file a complaint to the competent authority or to bring the matter before the competent court.

Bratislava, on [●].

Smart City s. r. o. (Ltd.)

[●]