

Extrajudicial Resolution of Consumer Disputes

In the event that a consumer dispute arises between PLASTIA s.r.o. and a consumer from a purchase contract that cannot be resolved by mutual agreement, the consumer may file a petition for extrajudicial resolution of such a dispute to the designated authority for extrajudicial resolution of consumer disputes which is:

Czech Trade Inspection Authority *General Inspectorate – ADR Department* Štěpánská 15 120 00
Prague 2

E-Mail: adr@coi.cz Web: adr.coi.cz

More information is available at www.coi.cz.

Compliance with the obligations under Act No. 634/1992 Sb., on Consumer Protection, as amended, is supervised by the Czech Trade Inspection Authority (www.coi.cz).

Consumers can also use the platform for on-line dispute resolution which is established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

General courts are competent to settle the dispute in court.