

Complaints Procedure

Effective as of 10 April 2012

Autonapúl, cooperative, office located at Údolní 567/33, 602 00 Brno, ID: 29301751, tax ID: CZ29301751, entered in the Commercial Register of the Regional Court in Brno, section Dr, file 5087 (hereinafter Autonapúl) has issued this Complaints Procedure.

1. If you are a Client of Autonapúl and you are dissatisfied with the services you receive from Autonapúl, this Complaints Procedure will guide you through the process of settling your complaint (Complaint).
2. To be able to handle your Complaint properly, check to ensure whether you have provided the following information:
 - a. Name, last name, address,
 - b. Description of your Complaint,
 - c. Indication of the situation that substantiates your Complaint and your confirmation (proof),
 - d. What form of corrective action you would like
 - e. Your signature (if you are submitting your Complaint in writing or personally)
3. If you decide to file a Complaint, you can use the Communications Channels given in the General Terms and Conditions: by email to the address autonapul@autonapul.cz, by letter to the office address Údolní 33, 602 00 Brno, or personally to any member of the cooperative board.
4. After making your full Complaint, Autonapúl will confirm receipt through the Communications Channels and inform you about the means and term for handling it. Autonapúl will handle your Complaint without undue delay, in any case no later than 30 days after receiving it. In complicated cases, Autonapúl will handle your Complaint no later than 6 months after receiving it and will notify you in advance about this development and the reasons for it within 30 days of receiving it.
5. If your Complaint does not contain all the necessary information for handling it properly, Autonapúl will ask you to complete the information needed within an additional period. If you do not act within that additional period, your Complaint will be considered without legitimacy.
6. You bear the costs for sending in and preparing your Complaint. Autonapúl bears the costs for handling your Complaint; the right of Autonapúl to compensation for costs arising from a complaint without legitimacy is not affected.
7. In the event that your Complaint deals with the services of a third party which Autonapúl uses, Autonapúl recommends that you address your complaint to this third party.
8. In the event of a dispute or dissatisfaction with the settlement of your Complaint and an attempt to reach an agreement with Autonapúl fails, you can seek legal redress.
9. The relations between you and Autonapúl not treated by this Complaints Procedure fall under the authority of your Contract, the General Terms and Conditions of Autonapúl, and generally binding regulations, in that order. Take note of the words beginning with a capital letter. Their definitions are given in the General Terms and Conditions of Autonapúl.
10. Autonapúl is entitled to change this Complaints Procedure and publish the updated version on its website www.autonapul.cz and through the Communications Channels no later than the date of its effectiveness.
11. This Complaints Procedure goes into effect on 10 April 2012.