

COMPLAINT POLICY

1. General Provisions

1.1. This complaint policy applies to goods purchased through the e-shop www.neonworld.ae, whose seller is the company **Neonworld s.r.o.**, with its registered office at Námestie Sv. Mikuláša 27, 064 01 Stará Ľubovňa, Company ID: 53215052, Tax ID: 2121303635, VAT ID: SK2121303635 (hereinafter referred to as the "Seller").

1.2. This complaint policy regulates the rights and obligations of the Seller and the Buyer (hereinafter referred to as the "Consumer") concerning liability for defects in the goods sold, submitting complaints, and handling them.

2. Liability for Defects and Warranty

2.1. The Seller is responsible for defects that the goods have at the time of their acceptance by the Consumer.

2.2. A 24-month warranty is provided for the goods unless otherwise stated.

2.3. The warranty period begins on the day the goods are received by the Consumer.

2.4. The warranty does not cover defects caused by improper handling, mechanical damage, unsuitable use, or failure to follow usage instructions.

3. Filing a Complaint

3.1. The Consumer has the right to file a complaint if they discover a defect in the purchased goods.

3.2. Complaints can be submitted in person, by mail, or electronically via email to info@neonworld.ae.

3.3. The Consumer must provide the following when submitting a complaint:

- Proof of purchase (invoice or receipt),
- A description of the defect,
- Photos of the defect (if applicable).

4. Method of Handling Complaints

4.1. The Seller will assess the complaint and decide on its validity without undue delay, but no later than 30 days from the date the complaint is submitted.

4.2. The Consumer will be informed of the resolution of the complaint via email or telephone.

4.3. In the case of a valid complaint, the Consumer is entitled to:

- Free repair of the defect,
- Replacement of the goods,
- An appropriate discount on the price, or
- A refund.

5. Shipping Costs

5.1. In the case of a valid complaint, the shipping costs are covered by the Seller.

5.2. If the complaint is unfounded, the shipping costs and any other costs related to handling the complaint will be covered by the Consumer.

6. Final Provisions

6.1. This complaint policy is an integral part of the terms and conditions of the **Neonworld s.r.o.** e-shop.

6.2. The complaint policy is effective from the date of its publication on the website www.neonworld.ae.

6.3. The Seller reserves the right to amend this complaint policy.