

Options for an out-of-court settlement of consumer disputes

We always try to thoroughly review and resolve all complaints and requests to mutual satisfaction. However, should there still be a dispute between you as a Consumer (Consumer means a natural person - not an entrepreneur) and B.A.S. Slovakia s.r.o., in the event of a consumer dispute arising from a purchase contract that could not be resolved by mutual agreement, you as a Consumer have the possibility to submit a proposal for an out-of-court settlement of the dispute. In the Slovak Republic, the Slovak Trade Inspection, with its registered office at Bajkalská 21/A, 827 99 Bratislava, or an authorised legal entity registered in the list pursuant to the Act No. 391/2015 Coll. on Alternative Dispute Resolution of Consumer Disputes and on Amendments and Additions to Certain Acts, as amended, is the entity entitled to an out-of-court dispute resolution for consumer disputes. Further information is available on the following websites:

- <https://www.soi.sk/>,
- <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov.soi>

The consumers also have the possibility to initiate an online out-of-court dispute settlement for goods purchased online through the European online out-of-court dispute resolution platform available at <https://www.ec.europa.eu/consumers/odr/>.

If you, as a Consumer, are not satisfied with the way in which the Seller has handled your complaint or if you believe that the Seller has violated your rights, you are entitled to contact the Seller with a request for redress. If the Seller has responded to your request for redress in a negative manner or has not responded to it within 30 days from the date of its dispatch, you are entitled to submit a proposal for the initiation of an alternative dispute resolution to an alternative dispute resolution body.

The conditions for an out-of-court resolution of consumer disputes are regulated by the Act No. 391/2015 Coll. on Alternative Dispute Resolution of Consumer Disputes and on Amendments and Additions to Certain Acts, as amended.

In the event that the out-of-court settlement of a consumer dispute does not lead to a resolution of the dispute, you can go to the court. You do not even have to use the option of an out-of-court settlement of a consumer dispute and you can go directly to the competent court to resolve the consumer dispute.

We will be happy to answer any questions you may have. You can contact us at the following e-mail address: [**info@nosicetazne.sk**](mailto:info@nosicetazne.sk).