Complaints procedure

This complaints procedure sets out how to make a complaint about goods purchased in the online shop **carecentre.sk** and how it is handled. It forms an integral part of the terms and conditions.

1. Seller

Business name: Care Centre s.r.o.
Registered office: Repašského 1947/3, 841 02 Bratislava – mestská časť Dúbravka, Slovakia
Bratislava establishment: Mliekarenská 5, 821 09 Bratislava
Malacky establishment: Záhorácka 54/20, 901 01 Malacky
Company ID (IČO): 52253686
E-mail for complaints: info@carecentre.sk
Telephone: +421 911 111 473

2. Liability for defects

The seller is liable for the goods having the agreed characteristics on receipt, being fit for the purpose for which such goods are normally used, and corresponding in quantity, quality and design to the description in the online shop.

The seller is liable for a defect that the goods have at the time of delivery and that becomes apparent within **24 months** of delivery (Section 619(1) of the Civil Code). If a defect becomes apparent within this period, it is presumed that the goods already had it at the time of delivery; this does not apply if the contrary is proved or if this presumption is incompatible with the nature of the goods or of the defect (Section 620(1) of the Civil Code). If a defect is removed by repair, this period is extended in accordance with Article 6.

You will find the harmonised notice on the legal liability for defects on the Legal guarantee page.

Cosmetic products are goods with a limited shelf life. The packaging states the date of minimum durability or the PAO (period after opening) symbol with the number of months for which the product is suitable for use after opening. These details determine how long the product is suitable for use; they do not shorten the statutory period for exercising rights arising from liability for

defects.

3. What is not considered a defect

The following in particular are not considered a defect:

- a change in the characteristics of a product that is used after its date of minimum durability or its period of use after opening has passed,
- a change in the characteristics of the goods caused by incorrect storage, in particular exposure to heat, frost or direct sunlight,
- use of the goods contrary to the instructions or to the purpose for which they are intended,
- normal wear and tear and consumption of the contents,
- mechanical damage caused by the buyer after receipt,
- a difference in shade, scent or consistency within the normal production variation of natural raw materials.

An individual skin reaction to a product is not in itself a defect of the goods. However, if the reaction demonstrably occurred because of a defect of the product, the buyer has the right to make a complaint. If your skin becomes irritated, we recommend that you stop using the product and consult our professional staff.

4. Making a complaint

A complaint can be made:

- by e-mail to info@carecentre.sk,
- in person at any of the establishments listed in Article 1 — in Bratislava or in Malacky (Section 622(1) of the Civil Code),
- in writing to the address of the Bratislava establishment given in Article 1.

A defect must be notified within two months of its discovery, at the latest by the end of the period of liability for defects under Article 2 (Section 621(3) of the Civil Code).

In the complaint we recommend stating the order number, the name of the goods, a description of the defect and the remedy the buyer is claiming. A photograph of the defect and a photograph of the packaging showing the durability date or the batch will also help.

The seller issues the buyer with a confirmation that the complaint has been made, stating the date it was made, the goods complained about, the defect described and the period within which the seller will remove the defect. If the buyer makes the complaint by e-mail or by post, the seller delivers the confirmation by e-mail without undue delay.

We recommend sending or bringing the goods complete and clean. A complaint cannot be rejected merely because the goods are not in their original packaging. The seller does not accept goods sent cash on delivery.

5. Handling the complaint

The seller handles the complaint, including removal of the defect, without undue delay, **no later than 30 days** from the day it was made (Section 622 of the Civil Code). If the seller does not remove the defect within this period, the buyer has the right to a reasonable reduction of the purchase price or may withdraw from the contract (Section 624 of the Civil Code).

If the seller rejects the complaint, it notifies the buyer of the reasons for the rejection in writing. If the buyer proves, by an expert opinion or a professional statement issued by an accredited person, that the seller is liable for the defect, the buyer may notify the defect again and the seller may not refuse liability for the defect (Section 622(4) of the Civil Code).

The seller issues the buyer with a written document on how the complaint was handled no later than 30 days from the day it was made.

6. The buyer's rights in the case of a defect

If the goods have a defect, the buyer may require its removal. At their choice, the buyer may request **repair** or **replacement** of the goods, unless the chosen remedy is impossible or disproportionately costly compared with the other (Section 623 of the Civil Code).

After the first removal of a defect by repair, the period of liability for defects is extended by **12 months**, once only regardless of the number of repairs (Section 619(4) of the Civil Code). Before removing the defect, the seller informs the buyer of the right to choose between repair and replacement and of this extension (Section 623(2) of the Civil Code).

The buyer has the right to a **reasonable reduction** of the purchase price or may **withdraw from the contract** if (Section 624 of the Civil Code):

- the seller has neither repaired nor replaced the goods, or has refused to remove the defect,

- the goods have the same defect even after repair or replacement,
- the defect is so serious that it justifies an immediate reduction of the purchase price or withdrawal from the contract,
- the seller has declared, or it is clear from the circumstances, that it will not remove the defect within a reasonable period or without serious inconvenience to the buyer.

Withdrawal from the contract is not possible if the defect is negligible or if the buyer contributed to its occurrence; the seller must prove this (Section 624(4) of the Civil Code).

Removal of a defect and refund of the purchase price are free of charge. The seller reimburses the costs reasonably incurred by the buyer in connection with notifying a defect for which the seller is liable; the buyer must claim them no later than two months from the delivery of the repaired or replaced goods, the payment of the price reduction or the refund of the purchase price (Section 509 of the Civil Code).

After withdrawal from the contract, the seller refunds the purchase price no later than 14 days from the day the buyer returned the goods or proved that they had been sent. The purchase price or the reduction of it is refunded in the same way as the buyer used for payment, unless the buyer expressly agrees to another way; a cash-on-delivery payment is refunded, with the buyer's consent, by transfer to the account the buyer gives (Section 624(7) and (8) of the Civil Code).

7. Alternative dispute resolution

If a buyer who is a consumer is not satisfied with the way a complaint was handled, they have the right to contact the seller with a request for redress, for example by e-mail to info@carecentre.sk. If the seller replies in the negative or does not reply within 30 days, the consumer may submit a proposal to initiate alternative dispute resolution under Act No. 391/2015 Coll. on Alternative Resolution of Consumer Disputes. The competent body is the Slovak Trade Inspection or another authorised legal person entered in the list of alternative dispute resolution bodies kept by the Ministry of Economy of the Slovak Republic.

8. Effect

This complaints procedure takes effect on 16 November 2026.