



VUZ' COMPLAINTS PROCEDURE

Introduction

This Complaints Procedure sets out the rules, principles and manner of making claims for defects in services provided by VUZ to its Customers (hereinafter referred to as "Complaints") on the basis of a contractual relationship (hereinafter referred to as the "Contract").

Under the conditions specified in this Complaints Procedure, the Customer, i.e. the person that has concluded a Contract with VUZ in the scope of the VUZ's activities, is entitled to file a Complaint. Complaints can be made by the Customer within one month after the provision of the service in question to the Testing Sales Department or the Business and Development Department at the Company's address:

Výzkumný Ústav Železniční, a.s.

Novodvorská 1698, 142 01 Prague 4 Braník,

or electronically to the e-mail address customerbox@cdvuz.cz

In case that a written output according to a normative document (e.g. Test Report, Certificate of Conformity with Technical Requirements, etc.) is executed as a part of the service, the deadline is 14 calendar days after handover of the respective output document to the Customer.

The Complaint must include identification of the Contract and description of the detected defect.

Handling Complaints

The Testing Sales Department or the Business and Development Department registers and forwards Complaints to the relevant responsible manager for further processing.

The Customer must be notified in written form about receipt and registration of each Complaint, no later than ten days after delivery of the Complaint. The notification must include the period in which the Complaint will be investigated (usually 1 month) and the name of the person who will be responsible for handling the Complaint. Complaints are dealt with within deadlines corresponding to the complexity and difficulty of the filed Complaint.

After inquiry into the Complaint, the Customer will receive a written notification of the result of the Complaint's inquiry, or reasons for rejection of the Complaint, from the Testing Sales Department or the Business and Development Department.

In case of acknowledgment of the Complaint or partial acknowledgement of the Complaint, VUZ will remove the acknowledged defects and the Customer will be provided with a discount on the price of the performance, in justified cases with a new performance.

Final Provisions

The head of the relevant department, whose employees provided the service, is responsible for handling the Complaint.

Legal questions not expressly provided for by this Complaints Procedure, are governed by Czech law, namely the Act No. 89/2012 Coll., the Civil Code, as amended.

This Complaints Procedure becomes valid and effective on 1st February 2021 and replaces all previous versions. VUZ reserves the right to make changes to this Complaints Procedure.


Martin Bělčík
Chairman of the Board


Miloš Kľofanda
Member of the Board