

# RULES OF COMPLAINT

This Complaints Policy is issued by the real estate agency **Axis real Bratislava, spol. s r.o.**, Bosákova 5/A, 851 04 Bratislava, BIN: 36 652 911, Company registered in the Commercial Register maintained by the District Court in Bratislava III, Section: Sro, File No.: 41459/B (hereinafter referred to as the **"real estate agency"**) and was adopted with effect from 01.10.2017.

## 1. Basic Provisions

- 1.1 For purposes of the Rules of Complaint, the real estate agency shall mean the company Axis real – real estate agency.
- 1.2 For purpose of the Rules of Complaint, a complaint shall mean a right exercised by a client arising from liability for defects of services provided by the real estate agency within time periods set forth by the Rules of Complaint (hereinafter only as the **"complaint"**).
- 1.3 For purpose of the Rules of Complaint, a client shall mean any natural or legal person to whom the real estate agency provides realty services (hereinafter only as the **"client"**).

## 2. Procedures and periods of complaint handling

- 2.1 If a client is of the opinion that services provided by the real estate agency are insufficient or has any reservations thereto, the client is entitled to seek his right by filing a complaint with the real estate agency in writing (e-mail or post; contact details: see above) or in person at any branch of the real estate agency. The real estate agency is liable for any defects of services provided to the client.
- 2.2 The real estate agency shall draft a complaint protocol with the client on each complaint that the client files. A complaint protocol is a form that is at the particular time valid and approved by the real estate agency.
- 2.3 The real estate agency shall announce to the client the manner of handling the complaint and issues a confirmation of filing a complaint to the client. The manner of handling a complaint shall be determined with respect to the nature of the defect. If a defect is removable, the client is entitled to have the defect removed free of charge,

timely and properly. In reasonable cases, if a defect cannot be removed without delay, the complaint may be managed even later.

- 2.4 A complaint of a client may be evaluated as reasonable or unreasonable. If the real estate agency finds the complaint reasonable and the defect may not be removed without delay, the real estate agency shall provide an adequate remedy to the client. A remedy may particularly include a discount on the provided realty services.
- 2.5 A complaint of a client shall be handled within 30 days after filing the complaint. The real estate agency is obliged to issue a written proof of handling the complaint within 30 days after the complaint is filed.
- 2.6 The client has the right to send to the real estate agency a request for remedy (via post or e-mail) if the client is not satisfied with how the agency handled the client's complaint or if the client feels that the real estate agency harmed his rights. If the real estate agency dismisses the request or fails to respond to it within 30 days after the request is sent, the client may file a petition for alternative dispute resolution to an authority of alternative dispute resolution (Slovak Business Inspection or an authorized legal person registered in the list of entities authorized to provide alternative dispute resolution maintained by the Ministry of Economy of the SR). The petition may be filed in writing, electronically or orally in the form of minutes. Particulars of the petition are set forth by Section 12 of the Act no. 391/2015 Coll. on alternative dispute resolution of consumer disputes, as amended (hereinafter only as the Act no.391/2015 Coll). The consumer may use a form the template of which constitutes an attachment to the Act no.391/2015 Coll. and which is available on the website of the Ministry of Economy of the SR and any entity authorized to conduct alternative dispute resolution. The option of the consumer to seek remedy with a court is not thereby affected.
- 2.7 The Slovak Business Inspection conducts the state control over the provision of services to consumers within the national market ([https://www.soi.sk/sk/Alternativne-riesenie-spotrebiteľských-sporov.soi](https://www soi.sk/sk/Alternativne-riesenie-spotrebiteľských-sporov.soi)).