

# Complaints Code of Practice

This is the Complaints Code of Practice of the company Virtual Grading, s.r.o., Filmařská 336/3, Praha 5 – Hlubočepy, Czechia related to an operation of its e-shop at [www.vgrading.com](http://www.vgrading.com)

## **1. What if I disagree with the grade/opinion on my Collectibles?**

If you disagree with our grade/opinion on your Collectibles, please contact us at [support@vgrading.com](mailto:support@vgrading.com)

## **2. What if I believe that my Collectibles are mislabeled?**

If you believe that we mislabeled your Collectibles, please contact us at [support@vgrading.com](mailto:support@vgrading.com) and provide front and back photos of your Collectibles. We will verify whether your Collectibles are mislabeled and if we confirm that, we will correct the mislabeled Collectibles at no cost. For this purpose, we will e-mail you instructions on how to send such Collectibles for the correction to our address at Filmařská 336, 152 00 Prague 5 – Hlubočepy, Czechia.

## **3. What if my Collectibles and/or the slabs are damaged when I receive them back?**

If your Collectibles and/or the slabs are damaged when returned to you, please contact us at [support@vgrading.com](mailto:support@vgrading.com) and state your name, surname, number of your order and contact details (residence address, e-mail address and phone number), describe the damage and specify the remedy you seek. We will then provide you instructions on how to send the Collectibles to our address at Filmařská 336, 152 00 Prague 5 – Hlubočepy, Czechia. Obvious damage to the Collectibles or their packaging during delivery must be immediately addressed with the carrier and the discrepancies must be recorded in the handover protocol (delivery note).

Once we receive the Collectibles for the claim procedure, we will send you a confirmation in which we will state the date, place and summary description of the claim. We will investigate and resolve your complaint and inform you via e-mail of the outcome of the procedure without undue delay after we receive the Collectibles. You may also enquire about the status of the complaint procedure at any time at [support@vgrading.com](mailto:support@vgrading.com) .

Please note that it is not possible to claim defects of your Collectibles and/or the slabs caused by you (e. g., improper use, storage, improper maintenance, interference by you or mechanical damage) or defects caused after it was returned to you by an external event not caused by us. It is also not possible to claim defects of your Collectibles that the Collectibles had at the time we took them over for grading. Furthermore, it is not possible to claim defects of the slabs which is classified as a normal wear and tear (e.g., dents or scratches caused by impact or friction).

This Complaints Code of Practice is effective as of 01.03.2022 We may change or amend this Complaints Code of Practice, however, it will not affect your rights arisen during the validity of the previous version thereof.