



Dear Clients,

if you happen to feel any dissatisfaction from services provided by our clinic, we kindly ask you to report it by phone or e-mail info@primed.clinic. We constantly do our best to increase quality of our services but it may happen that we miss some details, therefore we will be very pleased to get your feedback.

If you want to report some more serious issue or make a complaint, please remember, that we do our best to meet expectations of our clients, even if the complaint is only partly objective.

However, if we fail to reach any mutual agreement, we will be forced to subject the dispute to the Czech Trade Inspectorate, having its registered seat at the following address: Štěpánská 567/15, 120 00 Praga 2, numer identifikacyjny [IČO]: 000 20 869, website: <https://adr.coi.cz/cs>. A special platform, available at the address <http://ec.europa.eu/consumers/odr>, may be used to settle disputes, except for disputes in the scope of providing medical services to patients by healthcare workers in order to provide healthcare services, including prescribing, issuing and delivery of medical products.

The European Consumer Center in the Czech Republic, headquartered at the following address: Štěpánská 567/15, 120 00 Praga 2, website: <http://www.evropskyspotrebitel.cz> is a contact venue pursuant to the Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR).

However, we firmly believe that every dispute may be settled amicably to the satisfaction of both parties.

Your faithfully

Ing. Ondřej Gongala, Clinic Executive Officer

MUDr. Martin Paciorek s.r.o. (PRIMED Clinic)

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MUDr. Martin Paciorek s.r.o., Wolkerova 830, 73801 Frýdek-Místek, IČO [ident. no.] 4307071, tax identification number: CZ04307071

Commercial company registered in the commercial register maintained by the Regional Court in Ostrava, section C, no. 67226.