

Kinstellar's Dispute Resolution team successfully defends consumer claim in Slovakia

29.9.2026 - | Kinstellar

September 2026 - Kinstellar's Bratislava team has successfully represented Slovak company EM-Tech (Polarklima.sk brand), which specialises in the installation of air-conditioning and heating systems, in a consumer dispute concerning alleged defects, delays, and incomplete works.

The court dismissed the consumer's claim in its entirety and awarded our client full reimbursement of its legal costs.

In its decision, the court confirmed that, while consumers benefit from an enhanced level of legal protection, such protection is not limited and may not be abused.

The court also held that the mere existence of defects in completed works does not automatically entitle a consumer to withdraw from a contract unless the defects are sufficiently serious to justify such a remedy.

The court further confirmed that a party's status as a consumer, in itself, does not justify departing from the general principle that the successful party is entitled to recover its legal costs associated with the proceedings.

The decision represents a positive outcome for EM-Tech and provides useful guidance on the limits of consumer protection in contractual disputes, particularly in relation to withdrawal from contracts and the allocation of litigation costs.

The team was led by **Dominika Bajzáthová** (Partner) and included **Michal Hrušovský** (Managing Associate) and **Viliam Achberger** (Junior Associate).

<https://www.kinstellar.com/news-and-insights/detail/4742/kinstellars-dispute-resolution-team-successfully-defends-consumer-claim-in-slovakia>