

SPORTISIMO

Thank you for shopping with us.
We hope that you will be satisfied
with our sports equipment.

Your SPORTISIMO team.



turn to
the other side

What if the items purchased did not fit your expectations or did not suit you? What's next?
Simply make a request for an **exchange** or **return** of the unwanted items following the instruction
laid down below:

Send the merchandise back to us

**Below you will find the instructions on how to exchange or return the relevant merchandise,
including the address where to send them.**

Return

Within **14 days** from the delivery.

Send it back to our address, including the **purchase invoice** and **return request form**.

Do not send by CASH ON DELIVERY.

Exchange

Within **14 days** from the delivery.

Send it back to our address, including the **purchase invoice** and **exchange request form**.

Do not send by CASH ON DELIVERY.

Warranty Claim

Within **2 years** from the date of purchase, package the items very well to avoid damage during
transport to us. Include the **purchase invoice** and **faulty item return form**.

All forms can be found here:
www.sportisimo.com/returns-exchanges



Tip:

Do not forget to keep a proof of postage
and a tracking number of the package.



New!

Invoice sent electronically

Contact address:

Sportisimo s.r.o.
Za Panskou zahradou 1018/1
252 19 Rudná u Prahy
Czech Republic

Customer support:

eshop@sportisimo.com
+420 841 300 400



Return/Exchange Request Form within 14 days of receiving your delivery

Invoice/Order Number _____ Date of Purchase _____

Your Personal Details:

Name _____

Address _____

Phone Number _____ Email Address _____

Please return the item(s) to:

Sportisimo s. r. o, Za Panskou Zahradou 1018/1, Rudná u Prahy, 252 19, Czech Republic

Return Reason:

- Wrong size Faulty item Other
 Not as described Different product received
 Wrong picture Does not meet my expectations

Items to return:

Product Code	Product Name	Size	Price

Newly ordered items (for exchange):

Product Code	Product Name	Size	Price

The amount for returned products will be refunded based on the original method of payment¹

Please provide your bank details for the SEPA transfer (not required for credit card payments):

IBAN: _____

BIC: _____

Date and Signature: _____

1.) Please allow up to 14 days for the money to be refunded.