

DO YOU WANT TO EXCHANGE OR RETURN THE PRODUCTS YOU BOUGHT ON OUR E-SHOP?

It is very easy. Just fill in the information on the back of this leaflet and send the products back to us.

THANK YOU
FOR SHOPPING
WITH US!

EXCHANGES

- » within 30 days since delivery
- » possible to exchange for any other product (a more expensive one - pay the difference/ a cheaper one - we will return the difference back to you)
- » the goods must not be used, damaged, and must include all the accessories

RETURNS

- » within 30 days since delivery
- » we will return your money as soon as possible
- » the goods must not be used, damaged, and must include all the accessories

WARRANTY CLAIMS

- » within 2 years since delivery
- » more information and the Complaint form can be found on our website www.sportisimo.com/returns-exchanges



DISPATCH

Please, pack the products with the filled-in form (on the back of this leaflet) attached and send the package at your own expense (not cash on delivery!) to the address below. We will notify you when we receive the package.

 **Sportisimo – e-shop**
Žižkova 707/11
711 00 Ostrava-Hrušov
Czech Republic

 eshop@sportisimo.com

RETURN/EXCHANGE REQUEST FORM WITHIN 30 DAYS OF RECEIVING YOUR DELIVERY



Variable symbol: _____ Date of Purchase : _____

Your Personal Details:

Name: _____

Address: _____

Phone Number: _____ E-mail: _____

Please return the item(s) to:

Sportisimo – e-shop, Žižkova 707/11, 711 00 Ostrava-Hrušov, 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	Pcs.	Size	Price

Newly ordered items (for exchange):

Product Code	Product Name	Pcs.	Size	Price

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

Please allow up to 14 days for the money to be refunded

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

IBAN: _____

BIC: _____

For more information visit:

www.sportisimo.com/returns-exchanges/ Date and Signature: _____