

# 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.co.uk/returns-exchanges](http://www.sportisimo.co.uk/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.co.uk  
+442 080 890 242



## 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 payment<sup>1</sup>

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.

SPORTISIMO s.r.o.

located at Řevnická 170/4, 155 21, Praha 5 - Třebonice, IČ: 26194627, as registered in the Commercial Register maintained by the Municipal Court in Prague, under Section C, file #78675

Telephone: +442 080 890 242

E-mail: [eshop@sportisimo.co.uk](mailto:eshop@sportisimo.co.uk)