

Form for sending items back to seller



Customer:

Name and surname:

Organization Name:

E-mail (login):

Order number:

Cellphone:

Bank account number (IBAN): *

The items you send back:

Product name	Version	Quantity	Required action

Note:

Required action:

- A = Exchange (please specify the new required items in the note)
- B = refund
- C = wrongly delivered item (please give us further details in the note)
- D = product not ordered
- E = claim (please describe the defect in the note)

Ad A)

The costs for an exchange of goods are charged to the customer.

They include transportation and administrative costs.

Ad B)

* The refund of money is made by a bank transfer to the bank account of a customer.

** The seller decide the final solution of the complaint.

Use the return address at "Contact" section at our website