

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.klimatex.eu/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 s.r.o.**
Žižkova 707/11
711 00 Ostrava-Hrušov
Czech Republic

 +420 226 254 891
 eshop@klimatex.eu

FAULTY ITEM RETURN FORM

Personal Details:

Name: _____

Address: _____

Phone No.: _____ Email Address: _____

Please return the items to following address: Sportisimo s.r.o., Žižkova 707/11, 711 00 Ostrava-Hrušov, Czech Republic, **Please make sure to wash products before returning them and to include all accessories.**

Invoice No: _____ **Date of Purchase:** _____**Code of the Faulty Item:** _____ **Product Name and Size:** _____**Description of Damage:** _____

Preferred solution: Exchange Repair Refund*

*Please provide your bank details for the SEPA transfer:

IBAN: _____ BIC: _____

FOR OFFICE USE ONLY**Statement of Manufacturer/Warranty Specialist:** _____

 Exchange Repair Refund Rejected

Return Date: _____ Customer's Signature: _____

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
Email: eshop@klimatex.eu, Phone: **+420 226 254 891**