



Please attach this form to the returned merchandise and mark your request

COMPLAINT	EXCHANGE	RETURN
* Invoice number		SPACE FOR INTERNAL RECORDS PLEASE DO NOT FILL OUT Filing date: _____ Settlement date: _____ Document number: _____ Notes:
* Your request		
Reason for return of merchandise or complaint		
* Name, surname, address		
* Telephone		
* E-mail		
Bank account where the money for returned merchandise should be refunded		
IBAN: SWIFT:		

Exchange / return of merchandise

Unused merchandise can be returned without any trouble in the time limit provided by law. If you send unused merchandise back within 14 days, you can exchange it for other merchandise or you can get your money back. The returned merchandise may not show any marks from being used or washed, it may not be damaged or dirty, and it has to be wrapped in the original packaging with complete tags. Otherwise the exchange or return will not be possible and the merchandise will be sent back. The merchandise for exchange should be sent as a regular package (not cash on delivery) with a copy of the invoice and with this form filled out. Please state briefly the reason for the return of merchandise. Your requirement or wish cannot be correctly handled without these specific data filled out. Money for returned goods will be credited to the account that you determine. If you return the entire order, then the money return applies to the merchandise value and also to the shipping charges you paid with your order. We are not obligated to refund you any return shipping costs. The refund will be made within 30 days of receipt of the returned product.

Sales returns - complaints

Please send the merchandise subject to complaint as a regular package (not cash on delivery) to the suppliers' address stated on the invoice together with a copy of the invoice and with this form filled out. Please fill out the reason for the complaint. All claims can be accepted only in writing. The warranty period and complaint procedure of the company STIGMA DISTRIBUTION, s.r.o. is governed by generally binding legal regulations. Every e-shop customer is entitled to make a sales return within 24 months after the respective tax document is issued. We have the obligation to process the complaint at the latest within 30 days from when it was made. Changes on the material corresponding with the duration of use or faults caused by either incorrect maintenance or incorrect use of the product cannot be considered as a defect.

***Date**

***Signature**