EXCHANGE / RETURN FORM

**RETURN ADDRESS:** PTZ D.O.O, PODHOSTA 12A, 8350 DOLENJSKE TOPLICE, SLOVENIA

|  |
| --- |
| ORDER NUMBER:  |
| NAME:  |
| LAST NAME: |
| ADDRESS.: |
| ZIP CODE/CITY: |
| PHONE NO:  |
| E-MAIL ADDRESS: |

**EXCHANGE / REFUND**

We will exchange or refund your items if they do not meet your expectation without any problems if the return is made within period.

If you would like another item, you can make new order through our online shop. The monetary value of returned goods will be substracted from your new order, no matter if it's and exchange or refund.

For reimbursement transaction we would need your bank details:

|  |
| --- |
| ACCOUNT HOLDER: |
| IBAN: |
| BIC: |

If you made payment through PayPal, we will refund your payment as credit on your Paypal account:

|  |
| --- |
| PayPal e-Mail: |

**RETURNS**

|  |  |  |  |
| --- | --- | --- | --- |
| Article no. | Description | Quantity | Reason for return |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**INSTRUCTIONS**

* **Enclosed the completely filled return form and a copy of the invoice**
* **Pack up the good properly, try to use original packing if possible**
* **The package should be addressed only to return addres mentioned above. ( With sufficent postage)**
* **Keep the receipt of the returned postage**
* **Exchange/Refund process can take up to 7 working day**