

RETURN / REPLACEMENT / RECLAMATION



We guarantee to **reimburse you for all the paid products** (without the delivery costs) from our **regular product range**, for order amounts **lower than 500,00 EUR excluding VAT**, in case when these products **will not meet your expectations** and will fulfil the return conditions, stated in the general terms and conditions found on the website www.zavas.com. The goods should be returned **within 8 days of the receipt, together with the filled out form »Returning the goods«**. The purchased goods that the buyer would like to return **have to be returned: unused, undamaged, in an undamaged packaging without stickers or labels, in an unchanged quantity, with a receipt and all the belonging documentation to the address: Zavas d.o.o., Obrtna cona 7, 1370 Logatec, Slovenia** with the heading **Return/replacement/reclamation of goods**. In case of a factual defect (if the product does not possess the properties necessary for normal use or special use for which purpose the consumer is purchasing it) or irregularities in supply/delivery of goods, you can exercise your rights by sending us a written notification about the defect **within two months from the day, when the defect was discovered**. In the notification of the defect you should provide a detailed description of the defect and enable us to inspect the product. You can also inform us about the defects at the number +386 1 5610 420 and we will do our best to help you, advise you and eliminate the defect.

RETURN

REPLACEMENT

RECLAMATION

*Buyer: _____ *Date: _____

*Contact person, contact number: _____

*Number of the delivery note or the invoice for the purchased goods: _____

*Fill out all the fields above. In case of missing information your document will not be examined.

RETURNING:	ZAVAS NOTES:	WE WOULD LIKE A REPLACEMENT:	ZAVAS NOTES:

(Reason for returning the goods – not necessary!, other suggestions...)

*The goods can be replaced only for another size. For additional information we are available at the number +386 1 5610 420 or e-mail: sales@zavas.com.

WE WOULD LIKE TO MAKE A RECLAMATION (explanation and suggestion for handling the reclamation):	ZAVAS NOTES:

Time of observation: on acceptance during use

Reclamation reason: low-quality goods wrong quantity wrong price delay in shipping time

improper attitude of your employees other

unsuitable documentation (deliver note invoice instructions for use)

The goods should be sent with all the possible documentation and a form to the address: **Zavas d.o.o., Obrtna cona 7, 1370 Logatec, Slovenia** with the heading **Return/replacement/reclamation of goods**. Details on returning the goods and a form can be found on our website www.zavas.com under »General terms and conditions«

Stamp and buyer's signature: _____