

EXCHANGE / RETURN WITHIN 14 DAYS - CONSUMER'S WITHDRAWAL FROM THE CONTRACT

Fill in legibly. Put the form in the parcel or send it by email. The 14-day withdrawal period starts on the day you receive the goods. After withdrawing, you must send the goods back within 14 days. We will refund the money within 14 days of receiving your withdrawal notice; however, we may wait until the goods are returned or you provide proof of dispatch.

Note: For made-to-measure / personalised goods, the right to withdraw may be excluded by law.

Buyer - consumer

Name and surname: _____ Phone: _____

Order number: _____ Date received: _____

Returned / exchanged goods (name/code, size/colour, quantity):

What do you request: (mark)

REFUND (withdrawal from the contract) EXCHANGE (subject to availability)

For exchange: requested variant (colour/size) + your dog's measurements (for clothing, neck girth; for a collar):

Refund details

Account number / IBAN (if needed for international transfer):

How will you send the goods back (choose 1 option)

A) I will send it back at my own cost to the return address: ZARYA s.r.o., Čapkova 119/10, 353 01 Mariánské Lázně

B) Zásilkovna - 79 CZK for the return (the staff prints the label at the drop-off point). Return code: 92731484

C) Return shipping arranged by the e-shop (return label / pick-up) for 100 CZK - the amount will be deducted from the refund

Return conditions (short and fair)

You may try the goods as you would in a brick-and-mortar store. Please return them complete, clean and safely packed.

If the goods are worn, damaged or heavily soiled beyond normal trying-on (hair, perfume etc.), we may claim compensation for the reduced value.

Seller (addressee)

ZARYA s.r.o., Čapkova 119/10, 353 01 Mariánské Lázně, Česká republika | IČO: 09785752 |

www.zaryashop.eu

Phone: 777 655 095 | Returns email: info@zaryashop.eu

Date: _____

Signature: _____