

RETURN FORM – exchange / return

First + Last Name:.....

Address:.....

Invoice NO:.....

Phone number:.....

IBAN:.....

Product name:	Product size:	Price:

What would you like to do with your product: **exchange / return** (circle your choice)

Reason for product exchange / return, or a description of a defect:

Date:.....

Signature:.....

- What to do if you want to return or exchange your product?
 - Undamaged products can be returned within 14 days of delivery
 - The product must be returned to the below address as an insured parcel
 - The postal costs of returns are to be paid by the customer according to § 10 section 3
 - Along with the product you must include the original invoice and a filled out return/exchange form
- What about payments when exchanging/returning a product?
 - In case of an exchange, the shipping of a different product is on us
 - In case of returns, we will refund your amount to the provided IBAN within 14 days of receiving your request.
- Where should you send the product?

Address: Martina Bajánková, Jaseňová 3218/2, 010 07 Žilina

In case of further questions, please contact us at:

E-mail: info@yakoyako.com

Phone: 0917 291 277