

## 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:

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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: yakoyako s.r.o., Kvačalova 1226/53, 010 04 Žilina  
In case of further questions, please contact us at:  
E-mail: info@yakoyako.com  
Phone: 00 421 917 291 277