

# FORM OF RETURN / EXCHANGE OF GOODS

**COSTS OF RETURNS/EXCHANGE OF THE GOODS ARE PAID BY THE BUYER, NO MATTER THE COST OF THE ORDER.**

Number of order:

Last name:

First name:

Address:

Town:

Postcode:

Phone number:

Email address:

Date of birth:

## RETURNING ADDRESS

Bokal d.o.o., Škofja Loka  
Trgovina Bokal Sport  
Mestni trg 20  
SI-4220 Škofja Loka  
Slovenia

- Exchange of the item.
- Return of the order value on my credit card
- Return of the order value on the provided bank account

Bank account owner:

IBAN:

BIC:

Please fill all the information.

- Return of the order value on your Paypal account.

Paypal E-Mail:

Please write the e-mail address of the PayPal account used to pay. There can be extra costs when refunding the value.

## PRODUCT RETURN

| Product code | Name of the product | Colour | Size | Reason* |
|--------------|---------------------|--------|------|---------|
|              |                     |        |      |         |
|              |                     |        |      |         |
|              |                     |        |      |         |
|              |                     |        |      |         |

\* 01 to big      02 to small      03 I don't like the product      04 The picture was different      05 late delivery  
06 wrong delivery      07 damaged article (please describe)      ... for damage, made between transport, call us immediately!

## PRODUCT EXCHANGE

| Product code | Name of the product | Colour | Size | Reason |
|--------------|---------------------|--------|------|--------|
|              |                     |        |      |        |
|              |                     |        |      |        |
|              |                     |        |      |        |
|              |                     |        |      |        |

## LIST

- 01 Filled form for return/exchange of the order.
- 02 Copy of your receipt.
- 03 Undamaged product in the original undamaged packaging.
- 04 Product must not be activated or have the battery inserted.
- 04 The package must be well protected.
- 05 Packages without paid postal charges will not be accepted.
- 06 You have to inform us about the return in 15 days on the e-mail address [info@bokal-sport.si](mailto:info@bokal-sport.si) and return the product in 30 day



## Questions

In case of questions, connected with the return/exchange or delivery, you can call us on the phone number +386 4 51 12 880, +386 31 681 018 or send an e-mail to [info@bokal-sport.si](mailto:info@bokal-sport.si).