



RETURN FORM

If your shoe size does not fit or you have chosen a different color or model from our collection, nothing will happen. You have the option to return the goods to us without giving a reason within 14 days of the day when the shipment arrived. The return is really simple.



IMPORTANT: Please send a damaged item to one of our addresses:

📍 **RETURNING goods from EU countries, Norway and Switzerland: EXPANDECO - Topánky E-shop s.r.o, Fraňa Kráľa 16, 966 81 Žarnovica, Slovakia**

📍 **RETURNING goods from Great Britain or Ireland: Zuzana Valla EXPANDECO - NOVESTA, 63B Hardinge Road, TN24 8HB Ashford, Kent, United Kingdom**

📍 **RETURNING goods from the United States or Canada: IEM Management Ltd. (NOVESTA), 8145 - 202 Street, Langley, BC, V2Y 3K2 Canada**

together with a copy of the invoice (tax document) and this filled-in claim form. Please submit only cleaned goods. Complaints will be provided without undue delay, no later than 30 calendar days after the date of application.

Customer data

Order number or invoice number

Your full name

Phone

E-mail

RETURNING THESE GOODS

Name

Size

Color

Reason for refund code

A B C D E

A. POOR QUALITY

B. LOOKS DIFFERENT TO IMAGE ON SITE

D. INCORRECT ITEM RECEIVED

C. DOESN'T FIT PROPERLY

E. OTHER

Date

Buyer's signature

How to return products:

- You have the right to withdraw from the purchase within 14 days without giving a reason. The cancellation period begins on the day of receipt of the last article of your order.
- Fill out the return form (be sure to specify the reason for the refund that best describes why you are returning the goods).
- Place the unused goods together with the copy of the invoice and the completed return form, in the original packaging. Wrap the box so that no damage will be done during the transport. For this purpose, it is best to use overwrap, paper, plastic bag or a bigger box (please do not put any tape directly on the box as it would derogate its value). Please note that the return form must always be attached to the article.
- Send goods to the following address:

📍 **RETURNING goods from EU countries: EXPANDECO - Topánky E-shop s.r.o, Fraňa Kráľa 16, 966 81 Žarnovica, Slovakia**

📍 **RETURNING goods from Great Britain or Ireland: Zuzana Valla EXPANDECO - NOVESTA, 63B Hardinge Road, TN24 8HB Ashford, Kent, United Kingdom**

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5. The costs for the return of the goods are always at the expense of the customer.

6. After receiving the delivery and checking the goods, we will return the money for your goods to your account. **IMPORTANT: As already mentioned, the buyer/customer will pay all shipping cost related to the return of goods to us.**

Important information:

- The product you are returning must be new, not destroyed or worn out.
- Shipping costs of returning the goods are paid by the customer.