

# NOVESTA®

## 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.

Send us unused and undamaged goods with original labels back to:

**Topánky E-shop s.r.o., Fraňa Kráľ'a 16, 966 81 Žarnovica, Slovenská republika**

together with this form and we will take care of everything. Make sure all products are exactly as you received them, with tag and seal still attached and in original, undamaged shoe box.

### Customer data

Order number/  
invoice number:

Your full name:

Phone:

Address:

Email:

### I'd like to send money back to my account:

Bank name :

IBAN (Account number in the form of an IBAN):

SWIFT/BIC

### RETURNING THESE GOODS:

Product code	Name	Color	Size	Reason for return
				A / B / C / D / E / F / G / H
				A / B / C / D / E / F / G / H
				A / B / C / D / E / F / G / H

A.WAS PRESENT   B.ORDERED WRONG PRODUCT   C.DOESN'T FIT PROPERLY   D.INCORRECT ITEM RECEIVED   E. LOOKS DIFFERENT TO IMAGE ON SITE  
F.POOR QUALITY   G.ARRIVED TOO LATE   H. OTHER

Date:

Buyer' 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 the 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. Make sure that you also provide an account number (in the form of IBAN) on the form for financial reimbursement for the return of the goods.
- Send goods to the following address: **Topánky E-shop s.r.o, Fraňa Kráľ'a 16, 966 81 Žarnovica, Slovak Republic.**
- The customer will pay all shipping charges related to the return. Upon returning, you are fully responsible for the product(s) being wrapped securely, to effectively avoid damage while they are in transit.
- After receiving the delivery and checking the goods, we will return the money for your goods to your account. If you return the entire order, we will refund your money to you in full, including delivery costs (not, however, additional costs incurred as a result of your own choice of a different form of delivery than the cheapest form of standard delivery, which we offer). IMPORTANT: As already mentioned, buyer/customer will pay all shipping cost related to the return of goods to us.

#### Important information:

- The product that you are returning must be new, unused or not worn.
- Shipping costs of returning the good are paid by the customer.
- The most common reason for the return is the wrong shoe size. We therefore recommend to see our size chart [HERE](#)