

Here is your exchange/return form.

We hope that you like our products and they suit your everyday sporty lifestyle activities well. However if you picked the wrong size or you just don't like the model, this form is made especially for you.

Wrong size? Exchange your product for the same or a different model in a right size.

Want to return a product? We accept exchanges and returns for 30 days since you received your order.

In case you want to return a product, please get in touch with our customer service staff, fill in the form below, pack the product and send it back to our warehouse.

More details available at:

www.carpatree.com/page/returns-and-refunds

Need help? If you have any questions regarding your order, please get in touch with us at info@carpatree.com

How to make an exchange/return in three steps?



1. Fill in the form below choosing a reason from the list.



2. Carefully pack the products and send them to our warehouse together with a filled in form:
Carpatree sp. z o.o., ul. Piotra Czajkowskiego 15, 43-300 Bielsko-Biała, Poland



3. Wait for your exchange/return to be fulfilled by our staff. It should be processed within 14 days of delivering the goods to our warehouse.

Exchange & return form

of products purchased remotely from Carpatree sp. z o.o.

Name and surname

Address

Order number

E-mail

Phone

Name and size of a product that is being exchanged or returned

IBAN & SWIFT (applies only to orders shipped with cash on delivery)

Exchange/return reason (please select)

Product too big

Product too small

Bad cut/form

Other (please specify) _____

Product doesn't match the

photos I don't like the product

Delivery delay

Exchange to (fill in if you want exchange)

Exchange product shipping address (fill in if you want exchange)

According to the Act of May 30, 2014 (Journal of Laws of 2014, item. 827 amended) the customer is entitled to return the goods within 14 days of delivery without giving reasons within the withdrawal from the contract according to the general rules laid down in the provisions on distance contracts.
The goods must be returned with no signs of use with all the original hangtags attached.

A refund for the returned goods, not including the total cost of shipping, will be done within 14 days to the customer's account.

Important: Please keep in mind that our warehouse does not accept "cash on delivery" packages.

Date

Buyer's signature