



## RETURN FORM in 14 DAYS

Damaged or for other reasons unsuitable product can be returned ,at your own expense, to the address **DBK d.o.o., Samostanska ulica 3, 2360 Radlje ob Dravi, Slovenia**, with the annotation "Online store".

Account number: \_\_\_\_\_

Name and surname: \_\_\_\_\_

Company / institution: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-mail : \_\_\_\_\_

### TYPE OF RETURN OF THE ITEM

Check only one of the options to return.

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#### **RETURN OF ITEMS** (withdrawal from the contract)

As a buyer, you have the right to inform us within 14 days of receiving the items (to the contact e-mail address **dbkshop@dbk.si**) that you are withdrawing from the contract without having to state any reason for your decision. The only cost borne by the buyer in connection with the withdrawal from the contract is the cost of returning the item. Items must be returned undamaged and in the same quantity, unused and in the original packaging, **within 14 days of notification of withdrawal from the contract** at their own expense. The return option does not apply to items that you have already started using and there are visible traces of use on it, in which case withdrawal from the contract is unfortunately no longer possible. The bidder returns the received payments to the buyer, on the bank account entered below. The refund of the purchase price will be made as soon as possible, but no later than within 14 days of withdrawal from the contract **and return of the item** as stipulated by the general conditions. **We do not accept redemption shipments!** Shipping costs are covered by the sender. When returning the item, **this form and invoice** must be attached.

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#### **COMPLAINT** (item replacement or refund)

As customer satisfaction is important to us, please call us immediately on **+386 41 409 268** and explain the problem with the ordered item. In the shortest possible time we will try to solve the inconvenience or problem.

If you do not have the option to call, you can send us a complaint in writing to the e-mail address [dbkshop@dbk.si](mailto:dbkshop@dbk.si).

**Fill out the form** and attach it to the product with a **copy of the invoice** you received by e-mail when ordering online:

Serial number	Product code	Product name	Quantity (ordered)	Quantity (returned)	<sup>1</sup> Reason (1-6)	<sup>2</sup> Replacement of the item or refund of the purchase price

**1- Provide the relevant reason number for returning the item**

- (1) The item does not match the description
- (2) Wrong item delivered
- (3) The item has been damaged or defective
- (4) I ordered the wrong item
- (5) Item does not suit me (dimensions, color, shape,...)
- (6) Other: \_\_\_\_\_

**2- I want** (mark accordingly)

	<b>Replace received item with the same, different sizes, colors... (enter new item and new data)</b>	
	<b>Replace item with another item (write a new item)</b>	
	<b>Return the goods, transfer the purchase price for the returned items to the bank account written below</b>	*
	<b>Other:</b>	

\* If it is established that the product has been used or not returned in full, the return of the product is refused or the purchase price is reduced proportionally.

\* In case of refund of the purchase price, the amount (no later than within 14 days) will be returned by bank transfer to the bank account number:

SI56 \_\_\_\_\_ open at the bank \_\_\_\_\_.

Date: \_\_\_\_\_ Customer's signature: \_\_\_\_\_

Na voljo smo vam na [dbkshop@dbk.si](mailto:dbkshop@dbk.si)