

Please fill out following form and attach proof of purchase together with products in question and send to following address:

AIGAM SLOVAKIA, s.r.o., Platanová 25, 010 01 Žilina

Claim letter

Order number: Invoice number: Date of purchase:

Name/Company name of buyer:

Delivery address:

Date of collecting goods:

Telephone number: E-mail:

Reason for returning of the goods:

1. Withdrawal from contract

- can be exercised within 14 days upon collecting goods (unless goods are specifically made to customer requirements),
- withdrawal from contract is made via written notification to e-mail address voluptaplus@gmail.com. Buyer will be notified within 24 hours about acceptance of contract withdrawal,
- returning of goods and original proof of purchase within 7 days to place of business of the operator,
- shipping of goods as recommended letter consignment or as a package consignment at the expense of buyer (not COD)

2. Incorrectly ordered goods

- entitlement of exchange within 14 days upon collection of goods, shipping cost at buyer's expense

3. Incorrect goods delivered and its exchange

- can be exercised within 14 days upon collecting goods
- return of the goods within 14 days upon collection, shipping cost of exchange or return of goods at the expense of www.volupta.sk (AIGAM SLOVAKIA)

4. Faulty

- entitlement for claim within warranty period is 24 months upon collection
- dispatch of goods at the expense of buyer
- warranty does not pertain to effects resulting from depreciation caused by regular use of goods, forceful manipulation and improper use or damage caused by higher power.

Address for return delivery of goods:

Please feel out in case of exchange or warranty replacement, if address does not correspond to address stated above

Name and surname:

Delivery address:

In case where buyer withdraws from the contract and provides operator with goods that was either not used or is still in original packaging, is not damaged or incomplete in any way, operator will refund buyer acquisition cost reduced of packaging and shipping expense within 15 days upon delivery of contract withdrawal. Refund will be made via bank transfer and corresponding amount will be credited to buyer's bank account unless agreed otherwise.

Date:

Buyer's signature: