

# OUR RECOMMENDATION

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*With love  
for  
sneakers*

Read our seven essential tips on how to successfully return unfit or faulty goods.

## **1. Better sooner than later!**

It is necessary to file the complaint without any delay as soon as the defect occurs. Any delay in the continued use of the goods would result in worsening of the defect and subsequent deterioration of the goods, which could lead to the rejection of the complaint.

## **2. Warranty period**

Goods are subject to a 24-month warranty period starting from the date of receipt of the goods. Please note that the warranty period is not to be confused with the goods' durability, which is the period during which the goods can withstand if they are cared for and maintained properly due to their properties.

## **3. 5 days if something doesn't fit!**

In case you find the goods unfit, different from what you've ordered or faulty upon receiving, please inform us via e-mail or phone as soon as possible, no later than 5 days upon receiving the goods.

## **4. Something wrong? Ops, sorry, our bad!**

If there is a defect in the purchased goods, the customer has the right to claim the goods. By fault we mean a change in the properties of the goods caused by the use of inappropriate or poor quality material, failure to comply with the production technology or inappropriate design solution. The change (in properties) of the goods that can not be considered as a fault is one that has occurred during the warranty period as a result of its wear, misuse, inadequate or improper maintenance due to natural changes in the materials from which the goods are made as a result of any damage by the user or third person or other misconduct.

## **5. Successful claims.**

Claims are deemed to be successful if the goods claimed are complete and the claim does not impede the general hygiene principles. The customer is obliged to submit the faulty goods cleaned, free from all impurities and hygienically safe. We, as a company Footshop s.r.o., operate the e-shop [www.footshop.eu](http://www.footshop.eu) and are entitled to refuse to accept the goods that will not comply with the above-mentioned principles of general hygiene (Decree 91/1984 Coll., on Measures against Communicable Diseases).

## **6. It will be done in a month!**

Claims including removal of a defect will be settled without undue delay, no later than 30 days after the date of application. If necessary, it is possible to agree on a longer time span.

## **7. It won't work without these two papers.**

You can claim the claim by sending the goods together with the filled-out claim sheet and a copy of the purchase receipt (invoice) to: Footshop sklad, U Tabulky, Hala X, 193 00, Praha 20, Czech Republic

# CLAIM SHEET:

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Footshop.cz

Footshop s.r.o. | Pobřežní 78 | 186 00 Praha 8

Tel.: +44 2038071459 | E-mail: help@footshop.eu

## ORDER REF. NUMBER:

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## PRODUCT NAME:

## THE BUYER:

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Name:

Last name:

Address:

Phone number:

E-mail:

Bank account/ PayPal:

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## I REQUEST:

a product exchange     a product return

## DEFECT DESCRIPTION:

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Please don't ship the goods labelled as "cash on delivery" we won't accept them.  
The goods must be dry and cleaned carefully.  
Don't forget to include a copy of the invoice or the purchase receipt.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



**Footshop sklad,  
U Tabulky, Hala X,  
193 00, Praha 20  
Czech Republic**