

# Withdrawal from the contract

## Was something different than you expected?

With us, you can withdraw from the contract and return purchased goods within 14 days without stating a reason.

If you wish to withdraw from the contract, please give us the following information:

Your order (invoice) number: \_\_\_\_\_

Name and surname of the purchaser / Company: \_\_\_\_\_

Contact information (in case it's different from the original order): \_\_\_\_\_

## Which product does the complaint concern? (name or code of the product)

\_\_\_\_\_

## What is the reason for you returning the goods?

- ☐ Bad size ☐ I made a mistake while placing the order
- ☐ Other \_\_\_\_\_
- ☐ No stated reason

## What is the state of the product you're returning?

- ☐ Used ☐ Unused (original packaging is unopened) ☐ Opened (unpacked and unused)

## How do you prefer to resolve the problem?

- ☐ Replacing the product with a different one - state name or code of product: \_\_\_\_\_
- ☐ Return of the purchase price to the account number: \_\_\_\_\_ bank code: \_\_\_\_\_

## Additional informations:

\_\_\_\_\_

## Send the goods to the address:

shop.kubicekballoons.eu, BALÓNY KUBÍČEK spol. s r. o., Jarní 1003/2a, 614 00 Brno

Thanks you for your informations.

We'll handle your complaint and get back to you as soon as possilbe.