

Annex 2 - Withdrawal from the contract

If you wish to withdraw from the contract, please provide us with the following information
(delete as appropriate):

I withdraw from the contract within 14 days
from the delivery of the goods.

I withdraw from the contract within 28 days
from the delivery of the goods and I wish a voucher
the value of the returned goods.

Order/invoice number:

Name and surname / Company:

Contact (email, phone):

Which product are you returning to us? (name including colour or product code if applicable)

If the reason for returning the goods is a defect, delivery of other goods or quantity of goods, use the complaint report.

What is the condition of the product you are returning to us?

Used

(used cosmetics cannot be returned for Unused and unpacked
hygiene reasons)

Unused but unpacked

In case of refund of the purchase price of the order, please use the account number:

Further information:

Date:

Caption:

Send the completed form to the following email address: info@polacosmetics.cz, or attach it to the returned goods.

In the event of withdrawal from the contract, Pola Fashion, s.r.o. will not pay the cost of shipping back from you to Pola Fashion's address.

Send the goods to:

Pola Fashion, s.r.o., Na Vyhlídce 2582, 738 01 Frýdek-Místek, Czech Republic

What happens next?

We will inspect the goods sent to you to ensure that they are not used or damaged and within 14 days of receiving the goods we will send any funds back to your account or issue you a voucher for the value of the returned goods.

In the event that you withdraw within the first 14 days of delivery of the goods, you will be entitled to a refund for the goods and the cost of delivery of the goods, delivery in the sense of the eshop to you.