

# Withdrawal form and refund

<b>Name and surname:</b>	<b>Order number:</b>																				
<p><b>Would you like to exchange the product for another size?</b></p> <p>In case the size does not fit you, but you are still interested in the model, please write in the <b>note</b> what size you wish to exchange the shoes for. When we receive the item back from you and we have the size you want in stock, we will send it to the address from your order. Otherwise you will be refunded to the account listed below.</p>																					
<b>Product code</b>	<b>Note</b> (specify desired size)	<b>Reason for return of the goods</b>																			
		A) Product quality does not meet expectations B) The color of the product does not match the photo C) The product has manufacturing defects D) The size is too big for me E) The size is too small for me F) I don't like the product G) Delivery of wrong product I) Other reason																			
<b>PROCEDURE FOR RETURNING GOODS</b>																					
<p><b>Fill out the attached form</b></p> <p>Please enclose the completed form in your return package. You can send the returned products yourself at your own expense or you can choose one of the free return methods. Please only return unworn and unused items.</p>																					
<p><b>Pack the goods</b></p> <p>Pack the received goods with the completed form and make sure the parcel is well sealed.</p> <p>Return the goods to us in one of the following ways:</p>																					
<p><b>By sending to the address:</b>          RPL spol. s r.o.          Za riekou Nitrou 1490          958 01 Partizánske          Slovensko</p>	<p><b>In person at the store (only in SK):</b>          bring the goods to any Robel shoes &amp; accessories store.  <a href="#">List of Robel stores</a></p>	<p><b>Bring it to the Packeta delivery point (SK/CZ/HU):</b>          drop the parcel off at the nearest branch of the Packeta parcel service. ID for free return: <b>98670862</b>  <a href="#">List of packeta delivery points</a></p>																			
<p><b>Refund of money</b></p> <p>Upon receipt of the returned goods, we will inspect them and refund your money to the above account within 14 days. We will notify you by email when the refund has been received and processed. Refunds will be made by bank transfer. Therefore, please indicate your account number in the form IBAN (the IBAN must consist of 24 alphanumeric characters. Make sure the number is entered correctly)</p>																					
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td><td style="width: 20px;"> </td> </tr> </table>																					
<p>The controller of your personal data is RPL spol. s r.o., based in Partizánske. To learn more about the rules under which we process your data and your rights in this regard, we recommend you read our privacy policy: <a href="https://www.robelshoes.eu/privacy/">https://www.robelshoes.eu/privacy/</a></p>																					
<b>Signature:</b>	<b>Date:</b>																				