

Claim form

fill in this form and only send it back if you want to claim the goods within the statutory time limit. The form should be printed, signed and sent scanned to the email address below or enclosed in the parcel with the returned goods.

Customer data		Information about the claimed product	
Name and surname:		Date of purchase:	
Address:		Order number:	
Phone:		Product code:	
E-mail:		Invoice number:	
Reason for complaint			
Description of the claim:			
Requested method of complaint handling:			
Product repair	Product replacement	Withdrawal from the contract (refund)	
Please send the claimed goods to us in one of the following ways:			
By sending to the address: RPL spol. s r.o. Za riekou Nitrou 1490 958 01 Partizánske Slovakia		In person at the store (only in SK): bring the goods to any Robel shoes & accessories store. List of Robel stores	
		Bring it to the Packeta delivery point (SK/CZ/HU): drop the parcel off at the nearest branch of the Packeta parcel service. Please tell the ID number for free return: 98670862 List of packeta delivery points	
The complaint will be processed within 30 days from the moment of receipt of the goods at the latest.			
If your claim is accepted and the defect cannot be repaired, the refund will be made by bank transfer. Therefore, please indicate your account number in the form IBAN:			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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 https://www.robelshoes.eu/privacy/			
Signature:		Date:	