

## GOODS EXCHANGE / RETURNS / GUARANTEE CLAIMS FORM

invoice number/	date ordered/
<b>RETURNS ADDRESS</b> Creativ, novi mediji d.o.o. Ul. Miklosa Kuzmica 7 9000 Murska Sobota / Slovenia	<b>BUYER</b> /

### RETURNS / CLAIMS PROCEDURE

1. Complete this form and send it with the goods to the returns address above
2. If returning goods, they must show no signs of wear, must be complete and in the original packaging
3. Postage must be paid by the sender (parcels without stamps will not be accepted)

Product ID / name / brand	number of items returned /	reason /	
<table border="1"><tr><td><b>REASON FOR RETURNING GOODS</b> Please enter the appropriate code as reason for returning goods: <b>Returns</b> 10 wrong size 11 wrong colour 12 quality defect 13 wrong goods 19 other <b>Exchange</b> 20 wrong size 21 wrong colour 22 quality defect 23 wrong goods 29 other <b>Guarantee Claims</b> 32 quality defect 33 wrong goods 34 hidden defect 39 other</td></tr></table>			<b>REASON FOR RETURNING GOODS</b> Please enter the appropriate code as reason for returning goods: <b>Returns</b> 10 wrong size 11 wrong colour 12 quality defect 13 wrong goods 19 other <b>Exchange</b> 20 wrong size 21 wrong colour 22 quality defect 23 wrong goods 29 other <b>Guarantee Claims</b> 32 quality defect 33 wrong goods 34 hidden defect 39 other
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Description of defect / further information / other
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### REQUESTED METHOD OF SATISFACTION OF CLAIM

exchange

money back

IBAN /

If your order has been paid by online payment, the money will be automatically returned back to your credit card (PayU, PayPal)

<b>TO BE COMPLETED BY THE VENDOR</b> claim processed by / method / date /	signature /
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