

PRODUCT RETURN FORM (CONTRACT CANCELTION)

Order number: _____
 Invoice number: _____
 Date: _____

NAROČNIK

Name and surname: _____
 Address: _____
 Postal number and city: _____
 Country: _____
 Phone number: _____
 E-mail address: _____
 IBAN number (for refunding):

PRODUCT

Name	Amount	Reason for returning
_____	_____	<input type="checkbox"/> Wrong product delivered <input type="checkbox"/> I've ordered the wrong product <input type="checkbox"/> Other
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	

The return address is: **Adral d.o.o. , Ljubljanska cesta 45, 1241 Kamnik, Slovenia**

WITHDRAWAL

Under EU law, everyone has the right to withdraw from a contract within 14 days of receipt of the goods. In the event of withdrawal from the contract. They may choose to return any of the products forming part of the order, all of which may be done without any penalisation or the need to give reasons. However, the User must bear the direct cost of returning the order to Crullé, either in its entirety or in part.

Each product returned must be unused and have all of its tags, labels, packaging, and where applicable, the original documentation and accessories that came with the product.

Crullé can't be held liable for the delivery company that the User uses to return the order. Consequently, Crullé advises the User to request proof of delivery from the delivery company once the product has been delivered to Crullé warehouse (Adrial d.o.o.). In this way, the User has proof that the product has been successfully delivered to Crullé. Moreover, Crullé shall not be held liable if the User returns the order to any address other than those indicated above. The cost involved in returning the order shall be directly borne by the User. The product must be unused and have all of its tags, labels, packaging and, where applicable, the original documentation and accessories that came with the product. The User accepts that the product may depreciate in value or that Crullé may refuse the refund if the User fails to act as instructed or if the product is in any way damaged. Once Crullé verifies that the order is in good condition, Crullé shall then refund the full amount paid by the User. If the User decides to return the order in its entirety in fourteen (14) calendar days, Crullé shall refund the full amount paid by the User within 14 calendar days from when the User decides to terminate the contract. If the User only wishes to return one or some of the products in the order, Crullé will not be able to refund the delivery costs paid for the whole order. Crullé does not allow Users to exchange a product purchased for another offered on the website.

IMPORTANT NOTICE

Corrective glasses are considered to be a product that has been manufactured according to the exact instructions of the consumer (Article 43.č ZVPot) and has been adapted to his personal needs. Due to its nature, the goods are not suitable for return and the consumer does not have the right to resign from the purchase.

Date: _____

Signature: _____