

Address for sending goods: Karolina Skrivankova - Opravna Jakubu, Malotova 5264 (Areal Svit , building 113), 76001 , Zlín, Czechia, phone +420 731 771 161

Before sending a claim, please consider whether it is justified. The legal guarantee for the quality of the goods does not guarantee the life of the goods for the entire period of the legal guarantee. The most common reasons for unjustified claims are:

- The goods have been used for an inappropriate purpose (e.g. for riding a bicycle, walking shoes for sports, indoor shoes outdoors, etc.)
- The defect was present on the goods at the time of receipt and still used size difference between the left and right shoe, crooked stitching, unevenness on the sole, etc.
- The defect was caused by mechanical wear (scuffed or punctured material due to rubbing against hard and rough surfaces)
- Improperly chosen footwear (shoes are pushing, coming off, not fitting on the foot...)
- The defect was not claimed at the time of its occurrence and the goods were continued to be used after its occurrence and were only submitted for claim in the case of extensive damage e.g. a hole in the sole, a significant unstitching of the shoe, etc.) and overall protruding shoes.
- The defect is caused by improper use (rubbing, scuffing, soaking), storage in damp conditions, improper maintenance lack of regular impregnation and creaming, washing, improper cleaning, application of cleaning agents affecting colour fastness, drying by radiant heat, in a dryer or hairdryer, exposure to the sun, intervention by the purchaser-consumer or mechanical damage

To be filled in by customer

Shipping and pickup

- Please let us know about your claim by filling out the form and ordering shipping on our website here: <https://www.realfoot.cz/en/claims-and-returns/>
- For the purpose of settling the complaint we take photographs of the product sent.
- Please send the goods back dry and cleaned, for hygiene reasons we cannot otherwise pass the shoes on for assessment or repair and they will be returned to you or offered to be cleaned for a charge of 20EUR. Thank you for your understanding.

Name: _____

Address: _____

Phone: _____

Email: _____

Order date: _____

Price of the goods: _____

Order number: _____

Claimed goods: _____

Reason for claim: _____

Customer request for complaint resolution - please select one option:

- Removal of the defect by repair
- Discount on the purchase amount (if applicable, please indicate your idea of the amount)
- Replacement of goods
- Refund of the purchase amount to account no.: _____
- Other: _____

A free warranty repair is the standard way of dealing with a claim if the defect can be properly and aesthetically rectified. We try to minimize the processing time, the maximum duration is 30 days.

Date _____ Signature _____

To be filled in by seller

Date of notification of claim: _____

Date of receipt of goods for claim (if not the same as the date of notification of claim): _____ Received by: _____

Date the customer was informed of how the complaint was handled: _____

Method of complaint handling:

- Repair _____
- Discount _____ Kč
- Replacement of goods
- Refund of the purchase amount _____ Kč
- Rejection of the complaint

Reason for rejecting a claim: _____

Date _____ Signature _____