

# Claim form



Seller: Realfoot Shoes s.r.o., VAT: CZ17303001, Czechia

Address for sending goods: *Mail Step (Realfoot Shoes), Do Certous 2760/10, 193 00 Prague, Czechia*

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: