RETURN POLICY

In case you want the product returned and for the best service please contact the store by calling daily from 09:00 to 14:00.

The customer has the right to return the products he bought or to change the order (all or part of it), with another value equal to the price he has already paid or with an additional price if he wishes, without the obligation to inform the reason why wishes to return or change the products, within fourteen (14) calendar days from the date of receipt.

The shipping costs of the return of the product are not covered by the Company and are borne by the customer.

In case of a refund request, the refund is made at the expense of the customer-sender. The iban, the bank and the name of the beneficiary must be filled in on the return slip. Only the value of the products is returned within 10 working days and not the value of cash on delivery and shipping costs

Product exchanges and returns are accepted under the following conditions:

1. The product must not be worn - used beyond the test.

2. The cards (if any) of the manufacturer, as well as the labels of the products have not been removed or damaged.

3. All product accessories, such as the box, any accompanying manuals and proof of purchase should be sent back with the product.

4. If the product is accompanied by a gift, this should also be returned.

5. Swimwear, underwear and socks are not returned for hygiene reasons.

6. It is not possible to return products that were on offer.

7. The packaging of the shipment should be secure, so as to avoid any damage during transport. Return with damaged original packaging due to negligence of the customer / sender will not be accepted!

If the above conditions are not met the product will be returned to you at your own expense.

The change / withdrawal statement is exercised electronically by filling in the "Product Change or Return Form / Withdrawal" which is available on our website (download the form here) or is sent with the parcel.

If the return / replacement is due to a proven defect of the product or in all cases, in which by mistake of the Company (eg error in ordering, shipping, etc.) products were sent that you did not order the shipping costs of the returned product, of the new product or refund of your money, are charged to the Company.