

Returns within the statutory cooling-off period

SimpleFCU abides the statutory cooling-off period of 14 days.

This means that you must notify us within 14 days after receipt of product(s)* that you want to return. After this, you have 14 days to return your product(s) and we must refund the products in 14 days after the delivery of the package and our inspection.

SimpleFCU does not refund any costs for returning the product(s), except in case of defective products and if agreed with our customer service.

We will issue the refund once we have received and checked your returned product(s).

Return Instructions

It is important to know that, when you return a product, we expect you to handle it with care and that we receive an undamaged product without any traces of use. This also applies to any accessories and the original packaging.

Of course, we understand that you may have to remove seals or open plastic bags.

When a product is returned damaged or incomplete, we reserve the right to apply a depreciation of up to 30%, with a minimum of €10.

Send your product well packaged and including this standard withdrawal form (see next page) to:

SimpleFCU s.r.o.
Durdakova 49
613 00
Brno - Cerna Pole
Czech Republic

+420 770 669 281
shop@simplefcu.com

* The statutory cooling-off period does not apply to downloads or software of which the seals have been broken.

Standard form for the withdrawal of your order

Only use this form if you wish to return your order within the statutory 14-day cooling-off period.

Customer details

First and last name

Date

Order details

Order number

Order date

Delivery date

Returned product(s)

Quantity

Product

Reason & comments

Signature
