

CADENZA s.r.o.

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Exchange of goods

(only unwashed and undamaged items within 30 days of purchase)

Dear Customer,

Your satisfaction is our top priority, which is why we offer you the option to easily and quickly exchange any product that does not meet your expectations for any reason. Below, you will find a few practical tips on how to proceed in such a case.

Thank you for ordering branded Cadenza products.



Please place the goods (preferably in the original packaging), along with a copy of the sales receipt and this completed form, into a parcel and send it to the following address: Cadenza s.r.o., Myslíkova 31, 110 00 Prague 1, Czech Republic.



If you are sending the package to us, the shipping costs must be covered on your side. However, when sending the exchanged goods back to you, we do not charge you again for shipping and packaging – the new shipment is covered at our expense.

- Exchange for a different item – for goods that do not meet your expectations, we will refund your money. As soon as we receive the returned goods, we will send you a corrective tax document for the relevant amount via email or post. Please confirm your agreement with the corrective tax document by replying to our email and provide the bank account number to which you would like the credited amount to be sent. The corrective tax document can also be sent via Czech Post; in that case, please confirm it with your signature, the date of receipt, and include your bank account number. If the returned goods relate to an invoice that was paid online by credit card, there is no need to provide a bank account number when confirming the document. The amount will be refunded to the account from which the original payment was made. You will receive the new item in the same manner as a standard order – a new sales invoice will be issued.
- Exchange for a different size or color – this will be processed at the same price and without any changes to the accounting documents. The enclosed invoice will be returned to you with the new shipment.

Please fill out the product exchange form.

Sales document (invoice) number:



I am returning the product.	Size	Quantity

Requested product	Size	Quantity	Color

Date of form completion and signature:

Your contact phone number:

For our records, please let us know the reason for the exchange by marking the appropriate option with a cross:

☐ The size does not suit me. ☐ The color does not suit me. ☐ The cut does not suit me. ☐ The material does not suit me.

☐ other