

CADENZA s.r.o.

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Product return

(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 return 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 document 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.

Product Return

Once 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 providing the bank account number to which you would like the credited amount to be sent. The corrective tax document can also be sent by 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, it is not necessary 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. Only after your confirmation of the corrective tax document can we process the refund in accordance with the Accounting Act.

- a) If you are returning all the items listed on the sales document, do not fill out the table; simply circle this option — point a).
b) Please fill out the product return form if you are returning only part of the goods listed on the sales document.

Please fill out the product return form.

Sales document (invoice) number:



Returning product	Size	Quantity

Returning product	Size	Quantity

Date of form completion and signature:

Your contact phone number:

For our statistics, 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