

FAULTY GOODS CLAIM

PÁR
PRAGUE

SNEAKERS & STUFF
SINCE 2020



NAME AND SURNAME

CONTACT DETAILS (EMAIL, PHONE, ADDRESS)

ORDER NUMBER OR INVOICE NUMBER

DESCRIPTION OF FAULT

PREFERRED WAY TO HANDLE THE CLAIM

REPAIR

EXCHANGE FOR NEW GOODS

MONEY BACK

DATE

SIGNATURE

The warranty period is set by law for 24 months and an invoice is provided as a warranty card for our goods. If you wish to claim the goods, please proceed as follows:

①

Fill in this form and attach it along with a copy of the invoice to the claimed goods.

②

In the case of footwear, please clean them thoroughly.

③

Send the claimed goods to the following address:

PÁR, Skořepka 4
110 00 Prague 1, Czech Republic

④

Notify us via email on hello@parprague.com.

⑤

We will inform you about the complaint's status by email. The maximum time limit for settling a claim is 30 days. Any refund is made only by cashless payment. We don't refund shipping costs.

Important

Complaints do not apply to defects caused by normal wear or misuse and they can only be applied immediately after the defect has occurred.

Only goods that are properly cleaned and in a hygienic state can be claimed.

Otherwise, we have the right to refuse the goods. Thank you for your understanding.

BOD BOD BOD Ltd.
Křížkovského 1584/18, 130 00 Prague 3 – Žižkov, Czech Republic
VAT: CZ02777819

www.parprague.com

Feel free to contact us in case of any further questions.

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+420 608 099 278