



SIA Aruna Dārzu street 29, Rēzekne LV-4601 Latvia	E-mail: info@sjuzanna.lv Phone: +371 24 66 77 88
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SJUZANNA ONLINE SHOP

Product return form

Buyer's Name: _____

Phone Number: _____

E-mail: _____

Order number: _____

Order Received Date: _____

You have the right to return the item within 14 days from the date of receipt of the shipment.

Return of goods is possible if:

1. Product is not used.
2. The visual appearance of the item has been retained, and all labels, price tags, stickers and bar codes have been retained.
3. The original packaging of the manufacturer has been retained.
4. The product has a manufacturing defect.
5. The original proof of purchase of the goods is attached - a receipt or an invoice.

Attention! Purchase confirmation in your email is not considered as a purchase document certifying the return of the goods.

Please, pay attention:

1. The returned item must be submitted with the completed return form.
2. In case of a return, the money will be transferred to the account from which the order was paid.
3. Purchase money will be refunded within 30 days from the moment of returning the item.
4. Dispute resolution for second-hand clothing is handled by an independent expert.
5. The purchase can be returned for free of charge at the Shopping Center "Sjuzanna", Dārzu iela 29, Rēzekne, Latvia or by mail delivery or by courier. Expenses related to the return of the goods are paid by the customer.
6. It is also possible to use a parcel terminal (Omniva, Post Office, Paku Bode (DPD) to arrange the return of the item, by pre-arranging delivery with an online store consultant.

Item code	Size	Price, Eur (without VAT)	Reason of return (defect / damage / size / other (description)	Option of return (tick with X)			
				1.	2.	3.	4.

Return options:

1. Exchange for another product
2. Receive a gift code for purchases in the e-shop www.sjuzanna.lv, the amount of which is equal to the returned value of the product.
3. To exchange the product for a Gift Card for purchases at T / C "Sjuzanna" Dārzu Street 29, Rēzekne, the amount of which is equal to the returned value of the product.
4. Return the funds

Additional

information: _____

Date: Year of 20__ . ____ . _____

Signature: _____

This part is filled in by the seller and issued to the customer

Received item by (name, surname): _____

Order number: _____

Product code: _____ Size: _____

Order Return Date / Signature:
