



Product Non-Conformity Claim Form

1. CUSTOMER DETAILS

Full name:	Address:
Email address:	Phone:
Bank account number (IBAN):	

2. ORDER AND PRODUCT DETAILS

Order/purchase number:	Order/purchase date:
Product name:	Product size:
Description of the complaint:	

When returning products, please remember to enclose a copy of the invoice!

The return can be made in one of the following ways:

- send the products marked COMPLAINT to: Alpina, d.o.o. Strojarska ulica 2 4226 Žiri, Slovenia,
- return the products to any Alpina store in Slovenia.

By signing this form

- I confirm that I have read the Privacy Policy of Alpina, d.o.o., available at www.alpina-footwear.com, and that I am aware of the processing of my personal data in handling this claim.
- I declare that the above data is correct and agree to the product being inspected by the complaints department.

Date: _____

Customer signature: _____

3. COMPLAINT RESOLUTION

--

Date: _____

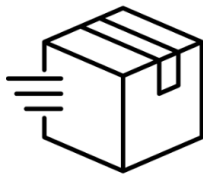
Signature of responsible person: _____

Return or Exchange Procedure



Step 1

Fill in the Product Complaint Form and enclose a copy of the invoice.



Step 2

Take the product together with the form to any Alpina store or send it to our address.



Step 3

We will reply with a resolution within eight (8) working days of receiving your parcel.

Alpina, d.o.o. is liable for the conformity of goods in accordance with Slovenian Consumer Protection Act (ZVPot-1) and the applicable EU legislation, in particular Directive (EU) 2019/771, as amended. In the event of non-conformity of goods, you as a customer have the right to request that the product be brought into conformity free of charge, under the conditions laid down by applicable legislation.

If you wish to make a claim due to non-conformity of the product, please return the product together with a copy of the invoice and a completed complaint form describing the non-conformity or defect you have found on the product.

For inspection purposes, please clean the product appropriately before returning it. We will inform you of the outcome of the complaint procedure within eight (8) working days of receiving the complaint. If a non-conformity is found and your claim is justified, Alpina will cover the necessary costs of bringing the goods into conformity in accordance with applicable legislation, including shipping costs.

Please send the products to:

Alpina, d.o.o.

Strojarska ulica 2

4226 Žiri, Slovenia – marked CLAIM

You can also submit a complaint at your nearest Alpina store, where you hand in the package with the product together with the completed complaint form and a copy of the invoice.

Additional Information

For any questions, please contact us at support@alpina-footwear.com.