

Contract Withdrawal Form – Product Return or Exchange

Thank you for your trust and for shopping at the alpina-footwear.com online store. If the purchased product did not meet your expectations, you may withdraw from the contract or request an exchange under the conditions set out below..

1. ORDER DETAILS

Order/invoice number:	Order date:
Order amount:	

2. CUSTOMER'S PERSONAL DETAILS

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

Complete the bank account details only if it has been agreed that the refund will be transferred to your bank account. For card payments, the purchase price will generally be refunded using the same payment method.

3. ETURN / EXCHANGE

PRODUCT NAME	SIZE	REQUEST CODE	REASON CODE	NEW PRODUCT NAME	NEW PRODUCT SIZE

REQUEST CODE

1	Exchange the received product for the same product in a different size or colour
2	Exchange the received product for a different product
3	Withdrawal from the contract – refund

REASON CODE

A	Incorrect size
B	Unsuitable colour
C	Unsatisfactory quality
D	The product does not match the image
E	The product is not comfortable

Providing a reason for withdrawing from the contract is not mandatory.

RECEIVED BY STORE:

Please remember to enclose a photocopy of the receipt when returning products!

Return the products to: Alpina, d.o.o., Strojarska ulica 2, 4226 Žiri, Slovenia. Mark the parcel with label "ONLINE STORE".

- ☐ I confirm that I have read and understood the Privacy Policy of Alpina, d.o.o., available at www.alpina-footwear.com, and that I have been informed about how my personal data will be processed in connection with this request.
- ☐ I declare that the information provided above is accurate.

Date: _____

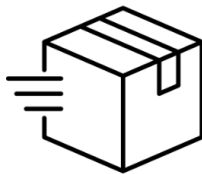
Customer's signature: _____

Product Return or Exchange Procedure



1. step

To withdraw from the contract, complete this form and enclose a copy of the receipt.



2. step

Take the product and the completed form to any Alpina store or send them to our address.



3. step

Once we receive the parcel, we will send you the selected replacement product or refund the purchase price.

CUSTOMER RIGHTS

As a customer, you have the right under the Consumer Protection Act (ZVPot-1) to withdraw from the contract without providing a reason.

You must notify the seller of your withdrawal within 14 days of receiving the goods (Articles 134 and 136 of ZVPot-1).

RETURNING A PRODUCT

Products may be returned only if they have not been worn. The returned product must be undamaged, in its original quantity and show no signs of use. You must return the packaged product without delay and no later than 14 days after notifying the seller. Send it to the seller's address: Alpina, d.o.o., Strojarska ulica 2, 4226 Žiri, Slovenia. Mark the parcel with label "ONLINE STORE". You must enclose the completed contract withdrawal form and a photocopy of the receipt. In addition to your personal details, enter your bank account number on the form if you would like the purchase price to be refunded to your bank account. The sender bears the cost of returning the product.

Custom-made products cannot be returned.

You may also return the product to any Alpina store by handing in the packaged product together with the completed contract withdrawal form and a photocopy of the receipt. The purchase price will be refunded to your bank account or credited back to your payment card.

EXCHANGING A PRODUCT

Products may be exchanged only if they have not been worn. The product being exchanged must be undamaged, in its original quantity and show no signs of use. You must return the packaged product without delay and no later than 14 days after notifying the seller. Send it to the seller's address: Alpina, d.o.o., Strojarska ulica 2, 4226 Žiri, Slovenia. Mark the parcel with label "ONLINE STORE". You must enclose the completed contract withdrawal form and a photocopy of the receipt. In addition to your personal details, specify on the form which replacement product you would like. We will send the requested product to you as soon as possible. The sender bears the cost of returning the product.

Custom-made products cannot be exchanged.

If you would like to exchange a product for the same product in a different size, you may do so at any Alpina store where the selected product is in stock. You can also check availability at individual stores through the Alpina online store at www.alpina-footwear.com.

Additional Information

If you have any questions, please contact us at support@alpina-footwear.com.