



## Refund Request Form / Product Return within 14 Days – Withdrawal from the Contract

If you do not wish to keep the product or if it does not meet your expectations, you may submit a request for a refund.

Please complete the customer details and the bank account information to which the refund will be issued.

### CUSTOMER DETAILS

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

### PRODUCT RETURN / REFUND ORDER DETAILS

INVOICE OR ORDER NUMBER: \_\_\_\_\_

PRODUCT TO BE RETURNED: \_\_\_\_\_

REASON FOR RETURN / NOTES: \_\_\_\_\_

### REFUND DETAILS

ACCOUNT HOLDER'S FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

BANK ACCOUNT NUMBER (IBAN): \_\_\_\_\_

Please carefully check the accuracy of all characters, as the refund will be issued to the specified account

BANK NAME: \_\_\_\_\_

SWIFT / BIC: \_\_\_\_\_

The refund will be issued to the specified bank account no later than **14 days** after receipt of the request and/or receipt of the returned product. Please send the request together with a copy of the invoice to **reklamacije@jjana.si**.

**Product return conditions:** The product must be returned undamaged, unused, and in its original packaging. If the product is not in its original packaging or shows signs of use, we reserve the right to claim a reduction in value in accordance with applicable legal provisions. The product may be delivered to our store or sent to the following address: **Jana invest d.o.o., Kolodvorska cesta 16a, 1330 Kočevje, Slovenia.**

Date: \_\_\_\_\_ Customer's signature: \_\_\_\_\_