

1 MONTH TO CHANGE YOUR MIND AND RETURN THE PRODUCTS

The product does not meet your expectations, we take back your products in perfect condition, with no signs of use, washing or assembly, with its original box and/or bag, label, instructions.

Return address :

KAPHY S.A.R.L. - 29 rue du général de Gaulle, 38520 Bourg d'Oisans, FRANCE

Please complete the form below :

FAMILY NAME FIRST NAME :

ORDER N° :

ITEM	COLOR	SIZE	QUANTITY	REASON OF REFUND

We strongly suggest that you use a traceable posting service as the sender will be responsible for any damage, delay or failed delivery. Please kindly note that the return costs (postage and packing costs) are at the customer's expense.

While filling out the customs declaration (CN22 and / or CN23), please mark "Returned Goods - Failed sale" and attach the document on the outside of the parcel.

Once received, the products will be subject to an accurate control to ensure that they fulfil the conditions.
Any return that does not meet these requirements may be refused by our services.

Within 14 working days of receiving the goods, and after checking the items condition : for paid shipping method, the client will be refunded of the product value (shipping costs will not be refunded). The refund will be made through the same method used at time of purchase, the re-credit could be delayed a few days before appearing (depending on the type of card and bank used).

FAULTY - WRONG ITEMS / ITEMS UNDER WARRANTY

You notice a defect / error during delivery. Please send us a photo of the product received at info@chaussuresvelo.com and explain to us in as much detail as possible the problem encountered. We will contact you for the procedure to follow.