

Hi!

If you decide to make a complaint about the goods, we present a short instruction on how this procedure looks like.

1. Fill in the complaint form, which you will find below.
2. Contact us by sending an e-mail to customerservice@caliathletics.com in order to inform us about the complaint and its reasons. Attach the completed form and photos of the damage.
3. Send the package to the address given below along with the completed complaint form.

We remind you that:

1. You can make a complaint up to 2 years from the date of purchase.
2. The package must be properly secured before transport.
3. In the event of a complaint, we are able to offer you
 - repair of the defect;
 - replacement with a new product;
 - refund.
4. The complaint procedure is free of charge and we bear all costs, ie sending the courier and return shipping.
5. We do not accept cash on delivery packages. Write to us. We will prepare a return courier label for you.
6. In the event of a refund, the refund will be made within 14 days from the date of receipt of the shipment.
7. Complaints about products shipped abroad are agreed individually with the customer.

Address to which the product should be sent:

CALIATHLETICS SP. Z O.O.

Street: Chełmońskiego 80

Postal code and city: 32-700 Kraków

Our e-mail address: customerservice@caliathletics.com

Our telephone number: +48 517 378 784

CALIATHLETICS GOODS COMPLAINT FORM

Customer and order data:

First name and last name

E-mail address

Order number

Receipt number

Complaint details:

Complained goods

Reason for complaint

Bank account number

I hereby declare that I have read the terms of the complaint of the goods contained in the store regulations.

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(Date and customer's signature)