MINIBIKESHOP

CUSTOMER FORM

WITHDRAWAL FROM PURCHASE CONTRACT AND EXCHANGE OF GOODS

Complete, save and print this PDF on a computer, or print it and fill it in by hand.

01 CUSTOMER AND PURCHASE DETAILS

Full name

Phone number

Address

Purchase date

Invoice number

Order number

02 WITHDRAWAL OR EXCHANGE

☐ As the contract was concluded at a distance, I hereby exercise my right under Section 1829(1), in conjunction with Section 1918, of Czech Act No. 89/2012 Coll., the Civil Code, as amended, and withdraw from the purchase contract.

☐ I am sending the goods for exchange. Details and requests concerning the exchange are provided below.

03 GOODS FOR RETURN / EXCHANGE

ITEM 01

Product code

Product description

Quantity

Goods sent for: ☐ Return (withdrawal from contract) ☐ Exchange

Notes / exchange requests

Previous contact: ☐ Not yet ☐ By phone ☐ By email ☐ Online shop form

ITEM 02

Product code

Product description

Quantity

Goods sent for: ☐ Return (withdrawal from contract) ☐ Exchange

Notes / exchange requests

Previous contact: ☐ Not yet ☐ By phone ☐ By email ☐ Online shop form

Continue on page 2.

Operated by: HEIPE s.r.o.
Company ID / Tax ID: 24269875 / CZ24269875
Address: U Tkalcovny 771, 387 01 Volyně, Czech Republic
Phone: +420 606 561 426
Website: www.minibike-shop.cz
Email: info@minibike-shop.cz

MINIBIKESHOP

CUSTOMER FORM

WITHDRAWAL FROM PURCHASE CONTRACT AND EXCHANGE OF GOODS

Continued: third item, refund details and instructions.

ITEM 03

Product code	Product description	Quantity

Goods sent for: ☐ Return (withdrawal from contract) ☐ Exchange

Notes / exchange requests

Previous contact: ☐ Not yet ☐ By phone ☐ By email ☐ Online shop form

04 REFUND DETAILS AND NOTES

I am returning the goods and request a refund of the purchase price to the bank account specified:

Bank account number / IBAN

Notes

05 RETURN AND EXCHANGE INSTRUCTIONS

1. The goods must be returned complete, undamaged and without signs of wear, preferably with all original labels.
2. Always keep the original packaging undamaged! For goods returned without packaging or with damaged packaging, a charge for restoring the goods to their original condition may be applied under Section 1833 of the Czech Civil Code. Packaging covered with adhesive tape, written on or bearing carriers' labels is considered damaged and devalued.
3. You may use any carrier to return the goods, but the parcel must be sent WITHOUT CASH ON DELIVERY. Please note that we do not accept cash-on-delivery parcels; these will be refused and returned to the sender by the carrier. We will not process parcels that do not reach the company's registered office address or collect them from any other location. Therefore, do not send parcels to collection points, Zásilkovna, Parcelshop or similar locations.
4. Exchanges are always handled individually according to the type and kind of goods and the time elapsed since purchase. We arrange exchanges promptly, subject to the availability of replacement goods, usually within 7 days of receiving the parcel. If the goods are out of stock, an alternative exchange date will be arranged with you.
5. We reserve the right to refuse to exchange goods that are outside our usual product range and were ordered at the buyer's express request, or goods marked as non-returnable. The following cannot be exchanged: any spare parts that have been used in any way and whose proper functioning and fault-free condition cannot be guaranteed; all types of batteries; control units; installed suspension springs; and all oils and fluids in opened containers.

Date

Name / signature

Operated by: HEIPE s.r.o.
Company ID / Tax ID: 24269875 / CZ24269875
Address: U Tkalcovny 771, 387 01 Volyně, Czech Republic
Phone: +420 606 561 426
Website: www.minibike-shop.cz
Email: info@minibike-shop.cz