

Cancellation policy

Withdrawal from the purchase contract

You have the right to withdraw from the contract within fourteen days without providing a reason.

The withdrawal period is fourteen days from the day after the purchase, or the day you or your representative (other than the courier) picked up the order.

To exercise your right, please inform Ing. Tamara Bodnárová, seated at Mánesova 42, 120 00 Praha 2, Czech Republic, identification number 06154611, by means of a clear statement (e.g. a letter sent by post or an email), of your decision to withdraw from this contract. Feel free to use the associated contract withdrawal template, however, this is not mandatory.

To meet the withdrawal deadline, it is sufficient that you send your communication concerning the request of withdrawal before the end of the withdrawal period.

Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments we have received from you, including the costs of delivery (with the exception of the additional costs arising from the fact that you selected a type of delivery other than the cheapest one), and repay until fourteen days at maximum from the date on which the notification about the cancellation of contract has been received. For the repayment, we will use the same method of payment you used in the original transaction, unless agreed otherwise. You will be charged your bank's fees for this repayment, in case they occur.

You bear the direct cost of returning the goods.

The reimbursed amount may be lowered due to value loss caused by you using the product longer than what is necessary to get to know the nature, characteristics and functionality of it.

The right of withdrawal does not apply to products which are clearly tailored to the personal needs, requests and/or measurements of the customer.