



+420 910 880 701 • info@zoot.gr • www.zoot.gr

## Returns / Guarantee claim form

Order number:

Date of order:

### Return address

BIBLOO  
U Sanitasu 2246  
251 01 Říčany  
Czech Republic

### Buyer

### Returns / claims procedure

1. Complete this form and send it with the goods to the return address above
2. If returning goods, they must show no signs of wear, must be complete and in the original packaging
3. Postage must be paid by the sender (parcels without stamps will not be accepted)

Product ID / name / brand

Number of items returned

Reason

### Reason for returning goods

Please enter the appropriate code as a reason for returning goods:

#### Returns

**10** wrong size  
**11** wrong color  
**12** quality defect  
**13** wrong goods  
**19** other

#### Guarantee Claims

**20** quality defect  
**21** wrong goods  
**22** hidden defect  
**23** other

Description of defect / further information / other

### Requested method of resolving the claim

Repair ☐ (if defect is removable)

Refund ☐ IBAN

If your order has been paid by online payment, the money will be automatically refunded to your credit card (PayU, PayPal).

### To be completed by the vendor

Claim processed by:

Method:

Date:

Signature: