

## Return / exchange

We are sorry to hear that Balagan product didn't meet your expectations. Please remember that you can return it, without giving a reason, within 14 days from the date of delivery of the order. However, any feedback from the customer allows us to improve production, and we will be very pleased if you decide to share your suggestions.

Reason for return:

- |                                      |   |
|--------------------------------------|---|
| 1. Size – too small                  | 7. Damaged  |
| 2. Size – too big                    | 8. I expected a different quality                           |
| 3. Tight                             | 9. The order contained several pairs/ pieces to choose from |
| 4. Wide                              | 10. A mistake in the order                                  |
| 5. Uncomfortable                     | 11. Other _____   |
| 6. Looks different than in the photo |   |

Customer data:

First & last name \_\_\_\_\_ Order number \_\_\_\_\_

**You will receive a refund within 14 days after the returned items have reached the warehouse. The form of the refund depends on the payment method selected upon the placement of the order.**

## Exchange

How about an exchange for a better one?

Remember that you can easily exchange your purchase within 14 days. Choose something more suitable - priced the same as your first choice. If you have any doubts - let us know, we're here to advise you!

Type the name/color/size of the product you like to exchange your order for

\_\_\_\_\_.

**The exchange duration depends on the availability of the selected product.**

**We make exchanges only to EU countries.**

**When exchanging/returning your order, please include your product (without any marks of use) and this completed form.**

Send your package to our warehouse at:

DTW Logistics Group Sp. z o.o.  
Panattoni Park Warsaw West  
BALAGAN STUDIO  
ul. Sochaczewska 98 C  
05-870 Błonie Poland

or bring it to one of our retail locations:

- Dom Handlowy Mysia 3, 2'd floor, Warsaw
- Elektrownia Powiśle, 1" floor, Warsaw
- Galeria Kazimierz, ground floor, Cracow,
- Galeria Klif, 1" floor, Gdynia

## Complaint

We would like to offer our apologies that Balagan product turned out to have a defect and/or has failed you in use. In order to assist you in the best way possible, we need 14 days to contact an appraiser and a craftsman who may assess whether the damage is caused as the result of structural defects, material properties or occurred up while the product was in use. We will contact you as soon as possible and inform you about the decision and the possibilities of repair.

Customer data:

First & last name \_\_\_\_\_ Order number \_\_\_\_\_

Phone number \_\_\_\_\_ e-mail address \_\_\_\_\_

Product name \_\_\_\_\_

Complaint reason \_\_\_\_\_

\_\_\_\_\_

Let us know where would you like to pick up your repaired product. If you prefer to pick it up from one of our boutiques, choose one of them:

- Dom Handlowy Mysia 3, 2'd floor, Warsaw
- Elektrownia Powiśle, 1" floor, Warsaw
- Galeria Kazimierz, ground floor, Cracow,
- Galeria Klif, 1" floor, Gdynia

Enter the address if you prefer us to send repaired product with courier delivery:

\_\_\_\_\_

\_\_\_\_\_

If you need any further information, contact us:

Customer Service: +48 534 929 247 [shop@balaganstudio.com](mailto:shop@balaganstudio.com)

# BALAGAN

Let's keep in touch! Customer Service: +48 534 929 247 [shop@balaganstudio.com](mailto:shop@balaganstudio.com)