

Product name: _____

Return / exchange

We regret that Balagan product didn't meet your expectations - please remember that within 14 days from the date of purchase, you can return it without giving a reason. 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. Wrong size,
2. Wrong model,
3. I expected a different color/material,
4. I expected a different quality,
5. The order contained several pairs/pieces to choose from,
6. Mistake in the order,
7. Other _____

Customer data:

First & last name _____
Order number / Date of purchase at the boutique _____
E-mail/ phone number: _____

Payment method:

PayU / PayPal transaction number _____
Bank account number _____
(for purchases paid by traditional transfer) _____

How about an exchange it with a better model?

Reach us out if you have any doubts about the choice of style, size or color - we will advise and help you choose the one more suitable.

Let us know what would you like to exchange your order for _____

When exchanging/returning your order, please collect: your product without any marks of use, receipt or purchase proof and this completed form.

Send your package to our warehouse at: _____ or bring it to one of our retail locations in Warsaw:
DTW Logistics DC5 - Balagan Studio Dom Handlowy Mysia 3, 2nd floor,
Koppytów 44e, 05-870 Błonie, POLAND Elektrownia Powiśle, 1st floor,

You will receive a refund within 14 days of notification, and the exchange duration depends on the availability of the selected product.

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

Customer's signature: _____

Product name: _____

Complaint

We regret that Balagan product turned out to have a defect and/or has failed you in use.

As we would like to reply the best we can, 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 showed 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 / Date of purchase at the boutique _____
E-mail/ phone number: _____

Payment method:

PayU / PayPal transaction number _____
Bank account number _____
(for purchases paid by traditional transfer) _____

Complaint reason _____

Let us know where would you like to pick up your repaired piece:

Retail locations in Warsaw Warsaw

— Dom Handlowy Mysia 3, 2nd floor,

— Elektrownia Powiśle, 1st floor,

Or with a courier delivery (direct address) _____

In you need any further informations contact us:

Customer Service: +48 534 929 247 shop@balaganstudio.com

Customer's signature: _____

BALAGAN