



## Return form

IBD International Brand Discount EOOD EIK: 206574210 with management address in the city of Sofia, 14 Konstantin Petkanov str., fl.1, office 5, phone: 0882621097, e-mail info@ibdiscount.com

Invoice number:		Phone:	
Invoice date:		Address:	
Name and surname:		Email:	

### HOW EASIEST TO RETURN A PURCHASED PRODUCT?

1. Fill in your personal details above. In case you don't have an email, leave this field blank.
2. Mark below the option you want: cancellation of a distance contract within 14 days or replacement
3. In the table below, please indicate:
  - Name and quantity of the product(s) you are returning,
  - Reason for return by selecting the reason code listed below the table,
4. Please write down your bank account /IBAN/ if you paid for your order by cash on delivery. Refunds for prepayment by card will be made according to the same payment method/card you used for the original transaction

**Bank account/IBAN:** \_\_\_\_\_

**SWIFT CODE** \_\_\_\_\_

**BANK NAME** \_\_\_\_\_

**BANK ADDRESS** \_\_\_\_\_

Product name	amount	Cause of return	Replacement (write down the desired product)	Refund (Mark with an X)

1. Wrong or damaged product on delivery 1a. Missing product, part/accessories 1b. Received wrong product 1c. Wrong product ordered 1d. Received damaged product 2. It doesn't live up to expectations 2a. I do not like 2b. Difficult to use	3. Correctness of information upon purchase 3a. Wrong price 3b. Incorrect information 3c. Unrealistic promises	4. Damaged product 4a. Broken or damaged product 4b. Not working product 5. Other: write the reason here
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Signature \_\_\_\_\_

If you are legally entitled to return the product, you can send it to:

**Sofia**  
**Republika district**  
**712 Sofiiski okolovrasten pat**  
**Sales Toro EOOD**

together with this return form and a copy of the invoice.

The personal data provided in this form will be processed solely for the purpose of servicing your complaint. For more information, please check our Privacy Policy. <https://borner.hr/en/privacy-and-data-protection/> <https://borner.hr/hr/povjerljivost-i-zastita-podataka/>

Please note that your claim will be resolved according to your consumer rights based on applicable law and/or terms applicable at the time of

purchase.