

Dear customer,
we are sorry that the footwear is not fitting you or you have found a defect. Whether you want to return goods or submit a complaint about faulty goods please fill in your request and details to the form below. **We will do our best to make you happy :-).**

You can return wrongly fitting footwear within 14 days of the delivery date or submit a complaint within 24 months from the date of purchase. Send the goods to the address **SHAPEN s.r.o., Kamenna 10, 841 10 Bratislava, Slovakia***. More info on www.shapenbarefoot.com.

Without the attached, completed form, or cover letter (in case you do not have the option to print the form) containing the information below, we cannot identify the sender and thus guarantee a refund / settlement of the complaint within the legal period. You don't have to write the data by hand, they can be fill directly into this PDF and then printed.

Please note that **we do not accept any returns outside the EU.**

Name and Surname

Order No.

Street and street No.

Invoice No.

Town / Country

Postal Code

Date of purchase

Email address

Phone No.

Date of delivery

I want to (fill a box) return goods

make a complaint

Returned goods / faulty goods

The reason for returning goods, description of defect, subject matter of complaint

IBAN and SWIFT

*Please note: When sending your parcel from outside of Slovakia you will have to cover return costs yourself. You can return your parcel using any postal service. We will process your return as quickly as possible and refund your money. Please keep your tracking number in order to be able to track your return.

Date of delivery to seller

Please do not fill out this field

Date resolved

Please do not fill out this field

Method of solution

Please do not fill out this field