



Oblikovanje in prodaja Exact Designs Zorko Sebastjan s.p.  
Janžev Vrh 44a, 9252 Radenci, Slovenija

# Return Merchandise Authorization (RMA) Form (FOREIGN)

Mandatory fields are marked with \*.

## Buyer / Customer:

Organization / Name and Surname\*: \_\_\_\_\_

Address\*: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail\*: \_\_\_\_\_

I am enclosing a copy of the invoice with the number\* \_\_\_\_\_ issued on\* \_\_\_\_\_

## Please choose only one option (circle the number) – I am returning the merchandise because\*:

1. The wrong goods were delivered to me (type, color, size, model, ...). Replace the returned merchandise with the correct one of a different size, color, etc. (provide further details in the explanation).
2. The goods were damaged during transport. Replace the returned merchandise with an undamaged and functioning one.
3. As a consumer (individual), I am withdrawing from the contract based on the right of withdrawal without justification (within a maximum of 14 days from the purchase). I request a refund of the purchase price and the legally recognized costs."
  - a. to my bank account number: \_\_\_\_\_ at the bank  
\_\_\_\_\_
  - b. as a credit or voucher, which I will use for future purchases
  - c. on \_\_\_\_\_

Due to non-essential use for determining the nature, characteristics, and functionality of the goods, the returned merchandise has a reduced value of \_\_\_\_\_ EUR / USD / GBP. (Please circle your currency)

4. I am claiming the warranty for the goods within its warranty period and request free repair. Detailed description in the explanations (applies only to goods for which Exact Designs s.p. is the issuer of the warranty)

Product Name: \_\_\_\_\_ , Warranty valid until: \_\_\_\_\_

Quantity: \_\_\_\_\_ , Along with the product, I am attaching (optional): \_\_\_\_\_

Additionally, you must attach the warranty statement received with the product, as well as the invoice, to this form.

5. I am claiming non-conformity of the goods, detailed description in the explanations, and I wish for (choose one option):
- repair the goods free of charge
  - replace the goods with another fully functional item
  - since the goods have not been repaired or replaced in accordance with the law, a proportionate part of the paid amount corresponding to the non-conformity of the goods or the entire paid amount, totaling \_\_\_\_\_ EUR / USD / GBP. (Please circle your currency), will be returned:
    - to my bank account number \_\_\_\_\_  
at the bank \_\_\_\_\_
    - as a credit or voucher, which I will use for future purchases
    - on: \_\_\_\_\_

6. other - explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Explanation (describe the reason or error for returning the merchandise, if necessary, specify the characteristics of the replacement product – color, size, etc.)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I am familiar with the general terms on the website;

[www.exact-designs.com](http://www.exact-designs.com) or [www.exactdesigns.si](http://www.exactdesigns.si)

I am aware that Exact Designs s.p. will inspect the merchandise before issuing a refund, especially the condition in which it was returned and the described error, and verify the compliance of my claim with the rights arising from the law and the general terms of Exact Designs s.p.

I am returning the product at my own expense. Exact Designs s.p. will cover the costs if necessary, in accordance with the legislation and general terms.

Date\*: \_\_\_\_\_ Customer's Signature\*: \_\_\_\_\_

**Filled by Exact Designs:**

Date of Receipt: \_\_\_\_\_ Recipient's Signature: \_\_\_\_\_

