**Exchange / return procedure**

1. Pack the goods you need to replace / return so that they are not damaged during transport.

2. Send the shipment to the address**DIRECT ALPINE s.r.o., Kateřinská 138, Liberec XVII, 460 02, Czech Republic.** Contact: [DA\_servis@directalpine.com](mailto:DA_servis@directalpine.com), tel**.: +420 482 751 885**.

3. When exchanging, create a new order at <https://www.directalpine.com/> for which you want to exchange the product. We will send this order to you immediately by cash on delivery or after payment by online card.

4. We will send the amount for the changed goods to your account within 10 working days. days after receiving the package.

**MONEY BACK ACCOUNT NUMBER:**

**.....................................................................................................................................**

**INVOICE NUMBER: ..............................................................................................**

**YOUR NAME: ...........................................................................................................**

**REASON FOR RETURN.........................................................................................**

The costs associated with the exchange of goods are always borne in full by the buyer.