

Warranty Claim Form

Seller: Little Shoes s.r.o., Švantlova 2711, Písek, czech Republic, Company ID: 07715773, VAT ID: CZ07715773

Contact address: Little Shoes, Švantlova 2711, Písek, 397 01, Czech Republic

Before you claim your rights from defective performance please make sure it is justifiable. The lifespan of footwear is determined by the way and intensity of using. While using it inappropriately **a defect can occur much earlier than after 24 months** without entitling the buyer to claim the right from defective performance. The most common reasons for an unjustifiable claim are:

- the goods were **used in an inappropriate way** (e.g. on a balance bike, wearing the fashion shoes for sports activities, taking the interior shoes outside...) and therefore damaged (mechanical damage, in particular, torn, cut, thermally damaged goods, goods damaged by careless disproportionate physical treatment, intentional scratching of layers of goods etc.)
- the **defect was present upon receipt of the order by the Buyer and even though the item was used** (typically wrong sewing, different sizes of left and right shoe, unevenness of the sole etc.);
- the **shoes were incorrectly chosen for a certain user** (the shoes are too tight, slip off, don't fit well etc.);
- the **defect was intensified by further use of the goods** after the defect had primarily occurred
- the **defect is caused by wear and tear by its normal use** in conditions in which the goods are typically used (different temperature, dustiness, humidity, chemical and mechanical influences in the environment);
- the **defect is caused by incorrect storing and shoe care** (absence of regular polish treatment and impregnation; washing the shoes in a washing machine; drying the shoes in the dryer or any other source of thermal radiation or sun drying; use of inappropriate cleaners, detergents and/or polish)

- Please send the defective goods on the contact address of the seller.
- We take pictures of the defected products to keep the documentation during the warranty claim process.
- The buyer is obliged to send the goods clean and dry. Otherwise it cannot be handed over either to repair or expertise and it will be returned to the buyer or cleaned for 10 EUR charge.

Full Name:

Address:

Phone:

Email:

Date of Order:

Price:

Invoice/Order No:

Product Name:

Defect(s) description:

Buyer's preference of warranty claim remedy - please choose one option:

- Defect repair
- Price adjustment (please specify)
- Product replacement
- Refund, Account No. (IBAN, BIC) _____
- Other: _____

Free repair is the standard clearance process, if the repair can be performed properly without any negative impact on the functionality and aesthetic of the product. We do our best to minimize the clearance period, the maximum length is 30 days.

Date _____ Signature _____

Date of warranty claim acceptance: _____

Date of informing the buyer about the claim remedy: _____

Claim remedy:

- Repair
- Price adjustment _____ EUR
- Product replacement
- Refund _____ EUR
- Claim rejected

Claim rejection explanation:

Date _____ Signature _____

BUYER

SELLER