

Not satisfied with delivered goods?



Doesn't fit, wrong color or looks different than expected? Don't worry!

With us you have 30 days to return the purchased goods. You can also make a return announcement online in your customer account on our website if you are a registered customer.

1. Please fill in your order number _____
2. Please fill in the returned goods and mark the reason for return with a cross in the adequate column.

Item code	Item	Too small	Too large	Looks different or I don't like it	The cut/ shape is wrong	Multiple sizes ordered	Poor quality/ complaints

3. EU account number for return in international format:

IBAN: _____

4. Insert this form into the package (or just a note with order number if submitted online) and send it to our address:

Senta s.r.o.
Tomášková 658/7
615 00 Brno, Czech Republic

tel.: +420 608 972 784, email: info@spiritcheer.cz

Conditions for returns summary:

The goods must be returned unused, in their original condition, with all tags and original packaging and always with a completed form or a note with order number if the form is filled online. If returning shoes, please do not glue tape directly onto the shoe box but wrap it in a plastic bag or paper instead. Keep a proof of return (a bill or a shipping ticket) until we confirm that the goods have arrived back to us. Please note we only refund the price of the goods, not the shipping costs and only to EU bank accounts that accept SEPA payments. Please read the full conditions for returns on our website.

*Do you have a question? Write to us at info@spiritcheer.cz or call +420 608 972 784.
We're on Whatsapp, too!*