

Genèse

WE'RE SORRY TO HEAR THERE'S SOMETHING WRONG WITH YOUR ORDER. IN CASE THE PRODUCT IS DAMAGED, WE WILL TRY TO MAKE IT UP TO YOU AS QUICKLY AS POSSIBLE. THESE ARE OUR RECOMMENDATIONS ON HOW TO PROCEED:

1. SOMETHING IS WRONG

If you find out the goods you have just received do not match your order or that the goods are damaged, please inform us immediately by email or phone, no later than 5 days after the delivery.

2. DON'T WAIT FOR ANYTHING

If the goods are damaged, it is necessary to proceed with the claim as soon as the defect appears. Continued use of the product could cause a deepening of the defect and subsequent deterioration of the product, which could lead to the rejection of the complaint.

3. WHAT CAN YOU CLAIM?

If there is a defect in the purchased goods, you have the full right to claim the product. Defect means a change in the properties of the goods caused by the use of unsuitable or poor quality material, non-compliance with production technology, or inappropriate design.

4. WHAT CAN'T YOU CLAIM?

A defect cannot be considered to be a change in the goods caused by wear and tear (such as worn sneakers) or improper maintenance (such as machine-washed sneakers), natural changes in the materials from which the goods are made, or damage by the user or a third party.

5. THE WARRANTY PERIOD IS NOT THE SAME AS SERVICE LIFE

The goods are covered by a warranty period of 24 months from the date of receipt of the goods. However, the warranty period cannot be confused with the service life of the goods. It is the time for which, with proper use and care, the goods can withstand given purpose and differences in the intensity of their use due to their properties.

6. CLEANLINESS AS THE BASIS OF A SUCCESSFUL CLAIM

We will accept complaints only if the claimed goods are free of all impurities and are hygienically safe. Genese s.r.o. is entitled to refuse to take over goods that do not meet the principles of general hygiene.

7. NECESSARY DOCUMENTS

Claims can be made by sending the goods, the completed claim form, and a copy of the invoice (which you will find in your email) to the address: PETER VRABEL, TRI VODY II. 75A, 90045 MALINOVO, SLOVAKIA

CLAIM

ORDER NUMBER:

The BUYER

Name:

Last name:

Phone:

Email:

PRODUCT NAME:

DESCRIPTION:

Date:

Signature:

***Please don't ship the goods labelled as "cash on delivery," we won't accept them.
The goods must be dry and cleaned carefully. Don't forget to include a copy of the
invoice or the purchase receipt.***

