



## COMPLAINT FORM / RETURN OF GOODS

▷ Name and surname: .....

▷ Your contact details (phone number with country code and e-mail): .....

▷ Your delivery address: .....

▷ Date of purchase: .....

▷ Order number (found on the invoice): .....

I am **returning** goods (conditions for returning goods: [helveti.eu/watch-return-within-3-months](https://helveti.eu/watch-return-within-3-months) )

I am **taking** goods **back** (for a complaint, please provide a defect description): .....

▷ Bank account number (in case of complaint): .....

### ▷ CONTACT

**E-mail:** [info@helveti.eu](mailto:info@helveti.eu),  
[complaints@helveti.eu](mailto:complaints@helveti.eu)

**Web:** [www.helveti.eu](https://www.helveti.eu),  
[www.helveti.eu/complaint](https://www.helveti.eu/complaint)

### ▷ STORE, HEADQUARTERS and RETURNING ADDRESS

 Dukelských hrdinů 3, Praha 7 – 170 00, Czech Republic  
 +420 252 252 306, complaints, service: +420 252 252 309

▷ **Note:** Postage and packing costs are paid by the sender.  
Pack the goods in their original packaging and fillings  
to prevent damage during the transport.