VERVO

PRODUCT RETURN FORM
30-DAY TRIAL

Before returning the goods
we recommend contacting us
by phone or e-mail.

Return address:
Please send the goods via Packeta to:
Petra Bezruče 1031, Valtice, Czechia
Pick-up point: Svět pohádek a strašidel
Phone: +420 737 648 358

Thank you for trying our product!

We want you to shop without risk – but at the same time, for hygiene reasons, we cannot sell an already used blender to other customers as new.

Therefore, upon return, we evaluate the product's condition and refund the corresponding amount based on the extent of use.

1. ORDER DETAILS

Full Name .....

Order Number .....

E-mail .....

Phone Number .....

Bank Account (IBAN) for Refund: .....

2. REASON FOR RETURN (optional – helps us improve the product)

- ☐ insufficient performance
- ☐ battery life
- ☐ size / weight
- ☐ design

other: .....

.....

3. CONDITION OF THE RETURNED BLENDER (filled in by customer)

- ☐ only unpacked, unused
- ☐ used repeatedly
- ☐ briefly tested (1–3 uses)
- ☐ visible wear / damage

4. REFUND PROCESS

Upon receiving the package, we will inspect the product and classify it into one of the following categories:

PRODUCT CONDITION	REFUND AMOUNT
Unused	100% of the price
Tested (standard trial)	80% of the price
Used	60% of the price
Significantly worn / damaged	individually

The deducted amount represents the hygienic depreciation of the product, as it can no longer be sold as new.

I confirm that I was informed before purchase
that upon returning a used hygiene product
the refunded amount may be reduced
based on the extent of its use.

Date ..... Signature .....

Thank you for your fair approach! Because of this, we do not have to increase the product price for all customers.