



PHYSTEP

PHYSTEP– RETURNS / RETRACTIONS FROM

CUSTOMER SERVICE Monday to Friday from 9:00 AM to 17.00 PM

You can return your items to us within 30 days of receiving your order. The return must be made via the postal service only.

ALL RETURN (if approved) will be refunded on the original payment.

All returned items will be checked. They must be new, unused, with labels, and in their original packaging.

If your return is due to an error on our part, we invite you to contact our customer service by phone or email. We will send you a pre-paid return label and compensate the shipping fees.

If you have received a defective product, please contact our customer service. Under no circumstances should a defective product be returned without validation from us. Otherwise, no refund or exchange can be processed.

For all other reasons, the cost of return shipping will be at your expense. The cost of re-sending heavy and/or bulky items will be at our discretion, and reviewed on a case-by-case basis.

Any return that does not comply with the conditions outlined may be refused.

Full name:

Order number:

Order date:

PRODUCT NAME	QUANTITY	REASON (number)	REASONS
			1 Size or color error
			2 Different from the image on the site
			3 Wrong item received
			4 Late delivery
			5 Retraction
			6 Other (specify)

RETURN ADDRESS :

Latvia, Riga
Slokas iela 27 - 14
LV1048