**RETURNS INFORMATIONs**

You can withdraw from the purchase without providing any argument within 14 days (beginning from day after you received the product/s). In accordance with provision §7, Act No. 102/2014 CFU on consumer protection on online selling,

Please ensure that all products are returned in the condition in which they were sold. A return can only be accepted if the product/s are not used and you must not remove any of the security or other tags from the product.

If you decide to return the goods, it is up to you whether you choose a refund or exchange the goods for another (refund can take up to 14 working days after we receive returned goods at our warehouse). If you paid by credit card online, the refunds will be returned back to your account.

**HOW TO RETURN:**

1. Please, fill out the withdrawal form, which you can find here.
2. Seal the product(s) into a box. Withdrawal form must be included!
3. Send the package to ARCTIC FOX s.r.o., Václavské náměstí 773/4, 110 00 Praha 1 – Nové Město.

If you have any questions, please contact our customers service at [info@fjallraven-shop.cz](mailto:info@fjallraven-shop.cz). Please quote your order reference number, your name and adress, contact phone and details of the product (also wheter you require a refund or a replacement.)

More information can be found in Terms and Conditions here.

Team Fjällräven