

Returns and Complaints

1. When to Use This Procedure

Return – Withdrawal from the Contract

- The product does not meet your expectations, and you wish to return it.

Complaint

- The product was damaged during transport.
- An item is missing from the shipment.
- You wish to claim a product under warranty.

2. What You Can Expect

- You have **20 days** to withdraw from the contract.
- We handle complaints **promptly**, no later than **30 days** after receipt.
- In case of withdrawal, your money will be refunded within **7 days**.

3. How to Proceed

- Include your **return or complaint request** and **proof of purchase** in the package (form available [here]).
- Pack the goods carefully to prevent damage during transport.
- Choose your preferred **return method** and send the package to us.
- We will keep you informed about the **status of your request**.

4. Via Any Other Carrier

Send the package to:

Global Trend Czechia s.r.o.

Kaprova 42/14

Prague 1 CZ

Postcode 110 00