

Submission Date

CUSTOMER

Name

Delivery Address

Email Address

Mobile Phone

ORDER

Delivery Date

Order Number

Please describe the defect/damage  
to the product in detail.

Please mark the right that you wish to  
use (in case your request is accepted)

I hereby state that I  
am ready to give the  
sold product back and  
I want to withdraw  
from the contract and  
I request a refund.

I will keep the sold  
product but I ask for  
a deduction from the  
sales price.

I want the sold  
product to be  
replaced with an  
identical one.

I kindly request that my request should  
be processed in line with the details  
submitted by me should be fulfilled.

Buyer's Name

Signature

IMPORTANT

This is a fillable PDF form.  
Please fill all required  
information fields and email it  
to [shop@soktas.com](mailto:shop@soktas.com). Please  
also attach a set of detailed  
photos of the defected/  
damaged product as well.

Please put this form, which should be signed, into the product  
package. Do not forget to add the following items:  
1. The product itself.  
2. Product invoice.  
3. Original package of the product.  
Please send the whole package to the Seller address set forth in the  
Distance Sales Agreement by handing it over to the cargo company  
that has delivered the product to you in the first place.

Address:

