



SIVASDESCALZO

RETURNS FORM

You have **14 calendar days** to return an item since the day you received it. You can ship it to our **Returns Department** or hand it in at one of our **SVD Stores**. Please send the returned product in its original box. Take into account that this same item could be purchased by another customer. It is essential that both the product and its original packaging are returned **unused and in perfect conditions, as you received it***.

WHAT DO I NEED TO DO TO RETURN THIS PRODUCT?

Print and fill up the form. Protect the shoebox with an extra **safety box** (you can always use the same white box in which you received the product). Insert the item in its original box together with the **returns form**. If the product is sent without a safety box, the return will be rejected.

In the case you received the wrong item or it presents a defect, please contact us before shipping it back to us. You can easily get in touch through your customer account, contact form or our phone helpline.

CONTACT DETAILS

Order Number
Email
Name and Surname
Contact Phone

REASON FOR RETURN

- It does not fit right and my size is no longer available to place a new order
- I have placed another order with a different model or size and I request this refund
- It is not as comfortable as I imagined
- They do not look the same as shown in the photo
- The product is damaged. Please, describe:
- Others. Please, describe:

You will receive a refund through the **same payment method used for your purchase** a few days after you get an email from us with your credit memo.

SHIPPING ADDRESS

SIVASDESCALZO
Returns Department
C/ Santander, 49-51, Nave 18/19
08020 Barcelona - Spain

When sending your return you may use **courier or postal services**. Our Customer Service could request a tracking number at any time for your parcel in order to verify its arrival at our facilities.

CONTACT

<http://www.sivasdescalzo.com/en/contacts>
Phone Helpline: (0034) 93 531 21 22 (10:00 – 14:00 CET)

FOR MORE INFO

<http://www.sivasdescalzo.com/en/return-policy>

* When returning a product please take into account that it could be rejected if: there is evidence that the product has been used, it is deteriorated, damaged due to incorrect use or manipulation, the soles are dirty, presents residues such as fluff from socks or animals, or any other fault from external causes. The return will also be rejected if the shoebox presents any damages (breaches, writing, remains of tape, or and exchanged label). If the product came accompanied by any labels or promotional material it must be included in the box when returned.