

Bad gift? Wrong size?

You have 30 days since the delivery to make a product return. In accordance to Bolf.eu regulations and applicable law, the Customer is responsible for reducing the value of goods due to damage. Do not forget about attaching the receipt or invoice to the parcel. We do not accept COD parcels. Making the refund to the provided bank account takes max.14 days. The goods must be carefully packed in order to protect them from possible damage during transport. The cost of packaging and returning the goods shall be covered by the Customer. If you want to exchange a product, please return it and place a new order.

1

ONLINE RETURN



Log in to your account at www.bolf.eu. After clicking on 'My Account' find 'Product return' and click on 'Add a return'. Choose the order, which contains the products you wish to return and click 'Add a return'. Select all products that you wish to return and go next. After selecting the method and address of the return delivery, please choose the refund method.



Please double-check the provided data, then click on 'Add a return' and print it out. Fill the return form in. Remember to provide your signature.



The return form should be packed together with the product.



Please send the package using the most suitable courier service.



The refund shall be made within the statutory time of max. 14 days.

2

COURIER SERVICE



If you had placed the order without registering, please print out the return form available on www.bolf.eu. Complete it including the signature and send it back together with the product.



Please send the package using the most suitable courier service.



The refund shall be made within the statutory time of max. 14 days.

3

SELECT THE RETURN POINT NEAREST TO YOU:



CZECH REPUBLIC

bolf.cz/BOLF Sp. z o.o. Sp. k.
P.O.Box č.25
Okružní 1260
46401 Frydlant v. Čechách

FRANCE

BOLF-M Burch
Maison Tajan
Village D'en Haut
Gouaux de Larboust

GERMANY

BOLF GmbH
Nordstr. 11A
02763 Zittau

ITALY

BOLF - IFS - Ezi Returns
Via Vanoni 5
20037 Paderno Dugnano
Milan

POLAND

BOLF Sp. z o.o. Sp. k.
ul. Kożuchowska 20A
65-364 Zielona Góra
DOMET

SLOVAKIA

Bolf.sk-olzalogistik
P.O.Box č.41
2201 Čadca

SPAIN

BOLF-IMX
Calle Diamante 19
P.I. La Ermita
29603 Marbella, Malaga

UNITED KINGDOM

BOLF Returns-DES Ltd
363 Stockley Close
West Drayton
Heathrow, UB7 9BL