

COMPLAINTS PROCEDURE

WHAT SHOULD THE ARTICLE YOU ARE RETURNING TO US LOOK LIKE:

It must be clean and hygienic. Under no circumstances it can be soiled, wet, smelly, etc.

! BEWARE! Shoes must not be sent in airtight packaging, they must be disinfected and dried before shipment.

! BEWARE! If you send non-sanitary products, your complaint may not be accepted for assessment. In such cases, we will send the product back to your address.



HOW TO SUBMIT A COMPLAINT:

Physical complaint – procedure designed for CZ, DE and SK markets

1. Fill out the **complaint report**. In order to submit a complaint, the complaint report must be completed and delivered together with the relevant article.
2. Pack the article and send them to:
 - **For CZ and SK markets**
RP Climbing s.r.o., Hrnčířská 1557, 295 01 Mnichovo Hradiště, Czech Republic
 - **For the DE market**
Mailbox.com; RP Climbing – ID3694; Dresdner Strasse 9; DE-02763 Zittau; Germany
3. Complaints will be processed within 30 days of receipt by our warehouse.
4. If the complaint is not upheld, we will send the article back to you.
5. If the complaint is upheld, new article or a credit note will be delivered to you and the purchase price refunded.



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Online complaints – procedure for EU markets (except Germany) and all non-EU markets

If this procedure is used, we will carry out an immediate assessment and inform you what the conclusion is and the recommended course of action towards the end customer.

1. Please send the completed complaint report, photos of the relevant article, on which the defect and labels with production number are clearly visible, send to the mail: **backoffice@ocun.com**. The complaint will only be processed if the complaint report has been completed correctly and supporting photos are attached.
2. If the complaint is not upheld, we will send you information on the reasons for this.
3. If the complaint is upheld, new article or a credit note will be delivered to you and the purchase price refunded.

If you submit incomplete documentation for the complaint procedure (photos of defects, completed complaint report), the complaint procedure will not be initiated until you submit the required information.

CRASH PAD COMPLAINTS:

- For physical complaints regarding Crash Pad packaging, send only the empty packaging, not the whole Crash Pad.
- For complaints regarding the filling, send the whole Crash Pad.

Thank you for your cooperation.

Your OCUN team



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