**Appendix No. 1 – SAMPLE FORM FOR RETURN OF GOODS/WITHDRAWAL FROM CONTRACT**(please complete this form and send it back only if you wish to withdraw from the contract)

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| Recipient: DIRECT ALPINE s.r.o., customer service, Kateřinská 138, Liberec XVII-Kateřinky, 460 14 Liberec, email: **DA\_service@directalpine.com** |
| I hereby notify you that I/we\*) withdraw from the contract for the purchase of the following goods\*)/provision of the following services\*): *(name of goods: e.g., CASCADE PLUS), Reason for return (help us improve, optional).*……………..……………………………..…□ does not match my standard size □ unsuitable fit □ unsatisfactory quality of workmanship □ other reason: …………………………………………..……………………………..…□ does not match my standard size □ unsuitable fit □ unsatisfactory quality of workmanship □ other reason: …………………………………………..……………………………..…□ does not match my standard size □ unsuitable fit □ unsatisfactory quality of workmanship □ other reason: …………………………………………..……………………………..…□ does not match my standard size □ unsuitable fit □ unsatisfactory quality of workmanship □ other reason: …………………………… |
| Name and surname of the consumer(s):………………………………………………………………………………………………………………………………………………………. |
| Address of the consumer(s):……………………………………………………………………………………………………………………………………………………….………………………………………………………………………………………………………………………………………………………. |
| Bank details for refund *(especially for cash-on-delivery orders):*………………………………………………………………………………………………………………………………………………………. |
| Document/invoice number:………………………………………………………………………………………………………………………………………………………. |
| Amount to be refunded:………………………………………………………………………………………………………………………………………………………. |
| Order date\*)/receipt date\*):………………………………………………………………………………………………………………………………………………………. |
| Date of completion:………………………………………………………………………………………………………………………………………………………. |
| Signature of the consumer(s) (only if submitting this form in paper):………………………………………………………………………………………………………………………………………………………. |