

Returns & Refunds

Returning an unwanted glass item(s)?

We get it, sometimes something just doesn't work for you and you want your money back. Don't worry, as long as an glass product(s) is still in its original condition, we accept returns, subject to the rules below. None of these rules affect your statutory rights.

Firstly, in case you would like to claim, exchange or return your purchased glass product(s) from EVPAS GLASS s.r.o., please fill in the sample form **“Resignation from The Contract (form to fill in)”** and send it to: EVPAS GLASS s.r.o., Jezvé 127, 471 08 Stružnice-Jezvé, Czech Republic (CZ); E-mail: shop@evpas.cz; Phone: 00420 771 135 530

Wrong/Faulty item(s) received.

We're sorry to hear there are issues with your order. Please contact us and attach images of the wrong/faulty item(s) and we'll investigate this for you. Thank you for your patience while we make this right.

What glass product(s) can I return?

If you are sending glass item(s) for exchange or returning them and would like a refund to your bank account, it is absolutely necessary to send the goods:

1. unused
2. undamaged
3. in original packaging
4. personalized goods will not be accepted unless the text is incorrect, or the item is faulty

If an item is returned to us damaged or in an unsuitable condition, we won't be able to give you a refund and we may have to send it back to you (and ask you to cover the delivery costs). All glass items are inspected on return. In order to receive a full refund, all items must be returned to us unused and in the same condition you received them. This includes the original packaging.

If these conditions are not met, we may not grant your request.

Until when can I return purchased glass item(s)?

You have **14 days** from the moment your order's been delivered or made available for collection to return an item. We don't accept returns for unwanted item(s) after the relevant returns period above. If you try to make a return, we may have to send it back to your default delivery address and ask you to cover the delivery costs.

For all order returns, we try and process all returns as quickly as possible for you to get your refund. You should receive a confirmation email within a week of having returned the item but it takes longer sometimes. For example, at certain times of the year, such as Christmas and public holidays, the processing time may be longer.

If for some reason you are unable to return an item to us within the above timeframe, please get in touch - but we can't promise we will accept it, and any refunds may be made by way of a gift voucher.

Can I return more than one order in the same parcel?

Please return each order separately and include any packaging that forms part of the goods with your valid proof of purchase.

How will we proceed?

We will inspect the glass product(s) upon receipt and then assess whether a claim has been made. Then we will replace the goods and send them back to your address at our own cost or refund your payment.

If you find damaged goods in your package, please take a photo of the damaged parcel and fill in the sample form within **2 working days**.

Good to know for non-CZ returns...

- If you are using your own method of return, you may be liable for import VAT and pay a customs duty charge where applicable.

It is necessary to fill in and send us the sample form! This “Resignation from The Contract (form to fill in)” is listed on the website www.evpasglass.com.

Customer's responsibility during return?

You are responsible for the returned goods until they reach us, so make sure they are properly packaged and cannot be damaged on the way!

As the parcel remains your responsibility until it arrives back with us, ensure that you get proof of postage in case you need to contact us about your return.

Can I exchange my item(s)?

In the event you change your mind, we offer exchanges. For example, if you would like the same product(s) but in a different color, please contact us. But you must return your unwanted goods in the same condition you received them.

When you send back an item for an exchange, the return time depends on stock availability at the time. If we don't have the item you want to exchange, we will contact you.

Returns & Refunds are governed by The Terms and Conditions.