

IMPORTANT CUSTOMER INFORMATION

Greetings!

And thank you for your purchase from the BUSHMAN.eu e-shop. We trust that you are satisfied with the course of your purchase and that our products will serve you well. We'll be happy if you'll recommend us to your friends and acquaintances, and we will be more than happy to serve them as well. We would like to deepen your confidence in our business and satisfaction with distance shopping, so we are sending you instructions on how to proceed in various situations that may now arise.

REPLACEMENT OF GOODS

If you find that the delivered goods don't suit you, we'll be happy to exchange them for you. **Exchange can be made within 14 days of purchase** (counted from your receipt of the goods).

To replace the goods, please proceed as follows:

1) Fill in the form on the other side of this sheet – letting us know which goods you are returning and what you want to exchange them for.

2) Send the goods folded in the original packaging and with the original tags, well packed. Attach the original invoice or a copy of it and this sheet. If you want to exchange only a part of the goods from the invoice, please visibly mark them on the invoice.

3) Send the goods with the above documents to our address (listed below) by the carrier of your choice. **Do not send goods cash on delivery as we don't accept cash on delivery packages.** If the above conditions are observed, we will not charge you postage after the exchange. You will pay the difference in cash on delivery to you (at Post Offices). We will return any overpayment to your account, which we ask you to enter on the form on the other side.

Goods cannot be replaced which are visibly used, damaged or soiled (with dirt, odour etc). In such cases, we will send the goods back to you in the received condition and at your expense.

RETURN OF GOODS / WITHDRAWAL FROM CONTRACT

Unused, uncontaminated and undamaged goods can be returned to us without giving a reason **within 14 days of receipt**.

To return, please proceed as follows:

1) Fill in the form on the other side of this sheet – letting us know which goods you are returning.

2) Send the goods in the original packaging and with the

original tags, well packed. Attach the original invoice and this sheet. If you are returning only part of the goods from the invoice, enclose a copy of the invoice and visibly mark the returned goods. Keep the original invoice.

3) Send the goods back with the above documents to our address (listed below) by the carrier of your choice. **Do not send the goods cash on delivery as we do not accept cash on delivery packages.** We will return the money to you within the statutory period of 30 days, although we usually repay it immediately or within a week. Refunds are made by bank transfer, so please make sure you fill in the form with your account number to which we have to transfer the money.

Money cannot be refunded for goods visibly used, damaged or soiled (dirt, odour etc). In such cases, we will send the goods back to you in the received condition and at your expense.

EXCHANGE / RETURN OF GOODS AT A BUSHMAN STORE

If the goods do not fit you or do not suit you and you want to return or exchange them without giving a reason, **you can do so within 14 days of receipt at one of our BUSHMAN stores.**

To exchange / return in the store, please proceed as follows:

1) Fill in the form on the other side of this sheet.

2) Bring the goods folded with the original tags and in the original packaging to one of our stores (you can find a list of stores on our website www.bushman.eu).

3) Attach the original invoice to this form. If you return only part of the goods from the invoice, enclose a copy of the invoice and keep the original.

4) Our store staff will confirm receipt to you on a copy of the completed receipt and will deliver it to our headquarters within four days. In this procedure, allow for this short delay due to forwarding the goods from the store.

In the case of your purchasing BUSHMAN goods from our online store, the stores act only as dispensing and collection points, therefore it is not possible to refund money or exchange goods in them – that all takes place via our online store.

We will refund any money due to you within the statutory period of 30 days and usually it is either immediately or within a week. Refunds are made exclusively by bank transfer, so fill in the form with the account number to which we have to transfer the money.

Money cannot be refunded for goods visibly used, damaged or soiled (dirt, odour etc). In such a cases, we will

send the goods back to you in the received condition and at your expense.

COMPLAINTS

If you want to complain about any of the goods you have bought, **please follow the Complaints Procedure**, which you will find in the footer of our online store in the About Purchase section or under this link: www.bushman.eu.

DAMAGED SHIPMENTS

If, after receiving your shipment, you find that the goods are damaged due to improper handling during transport, **immediately contact the carrier and report the shipment to them.** It is necessary to file a complaint with the carrier no later than the second calendar day after delivery. Therefore, do not delay with your complaint! Unfortunately, this complaint must be made by the recipient, i.e. you, so we cannot handle it for you.

COMPLAINTS ABOUT GOODS SENT INCORRECTLY

If you receive other goods than those ordered, we are very sorry. In this case, proceed as follows:

1) Send the incorrectly sent goods back to us by the carrier of your choice to our address below - in the original packaging and well packed. **Do not send goods cash on delivery as we do not accept cash on delivery packages.**

2) Attach a cover letter describing the situation. We will correct the error as soon as possible. If you send us a delivery note with your bank account number, we will be pleased to reimburse you for the postage.

IMPROPER COMPLAINTS OF GOODS

In case of an unjustified complaint, we will have the right to charge the buyer (the complainant) a handling fee of 25 EUR. **The handling fee includes our transportation, handling and storage costs of the goods involved in the claim.** We will provide a written statement of the ineligibility of the complaint. Thank you for your understanding.

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HOW TO TAKE PROPER CARE OF YOUR BUSHMAN CLOTHING

We try to choose the best natural materials for our products. **However, their specific usage and technological properties require special care, which we would like to draw to your attention.** We make most of our clothes from 100% cotton, which may be characterized by a certain potential for colours to run. To improve their useful properties (less bobbles on wool, less creasing, higher water resistance and water repellency, etc.) we also use mixed materials for some types of clothing (cotton, linen, bamboo viscose, artificial silk, elastane, polyester, nylon, etc.).

In order for BUSHMAN clothing to serve you as long as possible, follow these recommended methods of maintenance. In general:

- wash your clothes inside out
- separate clothes from purely natural materials and those from mixed ones and wash separately
- use detergents marked „Colour“ (for coloured laundry)
- do not use detergents with a bleaching agent or containing chlorine
- before washing, remove any metal fastening straps, fasten zippers and buttons
- wash the detachable parts together with the product (eg separate legs for trousers)
- do not use fabric softeners on clothes treated for waterproofing and or water-repellent and from mixed materials made with elastane (Lycra)

For specific products, always follow the symbols on the tags:

- Set the machine to a maximum of 40 ° C. Set to gentle wash, mild action, mild spin. Reduce the amount of laundry in the machine – do not overfill.
- Set the machine to a maximum of 30 ° C. Mild wash (for products such as artificial silk, viscose, acrylic, polyester and polyamide). Reduce the amount of laundry in the machine. Do not spin at all or spin only for a short time to minimize the risk of crumpling.

- Set the machine to a maximum of 30 ° C. Very gentle wash (cycle according to the wool / silk symbol – ensures low mechanical stress). Significantly reduce the amount of laundry in the washing machine.
- Handwash at a maximum of 40 ° C depending on the specific product. Treat coloured and sensitive materials speedily and do not leave them lying wet.
- Products marked with this symbol must not be washed.
- The product must not be bleached. Use only detergents that do not contain bleaching agents.
- The product must not be tumble-dried.
- Dry loose, spread out flat, not hung.
- Clothes to be ironed at a moderate temperature - the maximum temperature of the ironing surface must be no more than 130 ° C. You can steam iron.
- Iron at low temperature – maximum temperature of the ironing surface 110 ° C. Shiny and pressure-sensitive products to be ironed through a damp cloth or on the back. They should not be steam-ironed.
- The product must not be ironed at all (in case of ironing, irreversible damage to the product can be expected).
- Professional dry cleaning (using dry-cleaning fluid) can be used. Standard solvent-based stain removers with certain limitations can be used. Don't try to do it yourself!
- The product must not be chemically cleaned even in a professional dry cleaner's. Do not use stain removers that contain solvents.

**FORM FOR RETURNS / EXCHANGES**

First name and surname				Tel no. / email address			Invoice / Order No.	
Bank account number for refund:								
Returned goods:	Colour	Quantity	Size	I want to exchange this for the following item(s):	Colour	Quantity	Size	
Date:				Signature:				

★ **Become a member of the BUSHMAN Club!** ★

Membership benefits include:

- **permanent discount up to 15%** depending on the level of membership
 - an extended period for the **exchange of goods up to 45 days**
 - **regular rewards** for purchases

Details can be found at www.en.bushman.eu