



EXCHANGE AND RETURN POLICY

*Guara
le village
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France
+33 612 828 120
serviceclient@ guara-outdood.com*

Name of the customer
First name
address
.....
Postcode
City
Country
Mail
Phone Number.....

Reference of order or Invoice No.
date of order

How do I return an item?

Within 14 calendar days, Guara agrees to exchange or refund an item not corresponding to your expectation. We will exchange or refund for you the size and equipment, except in special cases in accordance with the Consumer Code Article L 121-20-2 "Supplies of goods made according to the consumer's specifications or Clearly personalized or which, because of their nature, can not be redirected or are capable of deteriorating or rapidly expiring ". The statutory right of revocation does not apply to PPE (personal protective equipment).

Items must be returned to us in their original packaging with the original label and within 14 days.

The articles must be perfectly new, must not have been worn, washed, modified, free from the smell of tobacco, sweat, perfume, laundry ...

The personalized items can not be exchanged or refunded.

If the return does not comply with the terms of our return policy, the merchandise will not be accepted, will be returned to you and no refund will be issued.

In the case of a sale with a promotional discount, the latter will be deducted from the refund of the item (s) concerned.

