



EXCHANGE AND RETURN POLICY

*Guara
2 allée Anna Roca Rostain
66 500 Prades
France
+33 987 150 726
serviceclient@guara-outdoor.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.

You can send in the original packaging to the following address:

Guara,
2 allée Anna Roca Rostain
66 500 Prades
(the costs of return in case of retraction are at your charge).

Include on your return the copy of the invoice as well as this voucher completed.

Returned items:

Item	Item reference	Size	Quantity	Amount €	Reason *

*Size problem/ too large / too small /does not correspond to my expectations

New ordered items:

Item	Item reference	Size	Quantity	Amount €
Montant total €				

If the mount of my order is greater than the total of the returned items, I enclose a payment of €.

Signature required