

RETURN PRODUCTS

IF THE PRODUCT IS NOT AS EXPECTED, YOU HAVE A RIGHT TO GET A REFUND.

RETURN SHIPMENT MUST TAKE PLACE WITHIN 14 DAYS.

* Valid for products purchased through Val-Travel Camp, www.kampoprema.val-travel.com

You have the right to return the purchased product without giving a reason within 14 calendar days after receipt of the product, unless stated otherwise.

If you do not follow the procedure below and do not provide us with the necessary information about your order, we will not be able to refund the amount you paid or replace the product.

If the product does not meet these return conditions, Val-Travel Camp reserves the right to refuse your request.

WHAT TO DO?

Log into your account and complete the refund form.

Pack and prepare your shipment.

Submit the product (invoice number, product number payment etc)

You will receive a refund for this product.

Note: The costs of the delivery service for returning the product are for the customer.

To request a refund, you must complete an online form in your account.

Please print the return form after completing it and stick it on the packaging. Shipments without the correct form cannot be processed.

Send return orders to the delivery service at the following address:

Recipient: Val-Travel Camp, Đure Popovića Street 9. Šimunčevac (10360 Sesvete, City of Zagreb), Croatia, (or by appointment Val-Travel Camp, 2e Johannastraat 25.7331 CE Apeldoorn, The Netherlands).

The amount will be refunded to the account / card with which the payment was made.

Please note: refunds will take place within 14 working days after the return receipt / or product check has been created.

* Val-Travel Camp Croatia reserves the right to postpone (for verification) payment until the product has been received or until the product has been returned.