Withdrawal form

Complete and return this form only if you wish to withdraw from a order:

ZI-numismatika
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- I hereby give notice that I withdraw from my order with the following items:

_____

_____

_____

- Ordered on (*) / received on (*): _____

- Customer name: _____

- Customer address: _____

_____
Customer signature

_____
Date

_____
(*) Delete as appropriate

Return and refund policy

Return & Refund Policy

Thank you for shopping at Zi-numismatika. cz . We appreciate your business and want to ensure you're fully satisfied with your purchase. If, for any reason, you're not completely happy with your purchase, please review our return and refund policy below.

Return Window

You can return your purchased items within 10 days of receiving the order.

Return Conditions

To be eligible for a return, your item must:

• Be unused and in the same condition

• Be in the original packaging

Please note that the following items cannot be returned:

Investment products with pricing based on daily fluctuation.

Return Process

To initiate a return, please email us at obchod@zi-numismatika.cz . We will provide you with instructions on where to send your return.

You will be responsible for paying the shipping costs for returning your item. Shipping costs are non-refundable.

Refunds

Once we receive and inspect your returned item, we will send you an email to confirm its receipt and notify you about the approval or rejection of your refund.

If approved, your refund will be processed, and a credit will be applied to your original payment method within 10 days upon receipt of the returned item.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange your item for the same product, please contact us at obchod@zi-numismatika.cz.

Late or Missing Refunds

If you haven't received your refund yet, first check your bank account again, then contact your credit card company or payment provider. It may take some time before your refund is officially posted.

If you've done all of this and you still have not received your refund, please contact us at martin.kahoun@zi-numismatika.cz

Contact Us

If you have any questions about our return and refund policy, please contact us at obchod@zi-numismatika.cz . We value your satisfaction and want to ensure that the return process is convenient and efficient for you. If you have any further questions or need assistance with your return, please don't hesitate to reach out to our customer support team. We're here to help make your shopping experience exceptional from beginning to end.