

EUCOM Ltd. production, trade and services company

The procedure for replacing a wrongly delivered product with the ordered product

If after receiving the order you have established that the product delivered to you is not the ordered product, please send it to us within 14 days from the date of receipt by e-mail: <https://www.cu-blue-lamps.rs> or invite us to phone number: +381 11 4427300 or +381652912185 on working days from 8 am – 4 pm, the following information:

1. fiscal bill number;
2. purchase order number;
3. the name of the product you have received and want to replace;
4. the name of the product you have ordered.

After that, your purchase order is checked and if it is found that there was an error in the order by EUCOM Ltd. production, trade and services company (hereinafter: the Seller), please contact the courier service D Express on the phone number +381113313333 to pick up incorrectly delivered product from you. In case that the product is returned to us damaged or used, you as a consumer are solely responsible and the seller will refuse to replace the product, and the product will be returned to you at your expense. The consumer is solely responsible for the impairment of the goods resulting from the use of the goods or the handling of the goods in an inadequate manner.

When returning the goods, it is obligatory to return them in an unused condition and in the original packaging as received after delivery, which must not be damaged.

The cost of return is borne solely by the seller.

The ordered product will be delivered to the consumer after the wrongly delivered product is returned to the seller from where the goods were sent to the consumer.