

ZAJO order number:

Packeta Adriatic d.o.o
ID: 90337033 – zajo.net
Tržaška cesta 40
1000 Ljubljana, Slovenija

If the shipment is lost, please contact: support@zajo.com



Kako poslati paket za vračilo ali zamenjavo:

- Izpolnite spletni obrazec na zajo.com ali papirnati obrazec, priložen temu e-poštnemu sporočilu.
- Izdelek skupaj z natisnjenim obrazcem zapakirajte v paket.
- Izrežite etiketo iz tega dokumenta in jo nalepite na paket.
- Če etikete ne morete natisniti, jo prosimo prepišite skupaj z ID-jem.
- **Kupec odgovarja za izgubljeno ali nedostavljeno pošiljko, če v dostavnem naslovu manjka zahtevani ID.**
- Pošljite nam paket. Ko ga prejmemo, bomo vašo zahtevo obdelali v roku 14 dni.
- Priporočamo, da paket pošljete kot priporočeno in zavarovano pošiljko, da lahko uveljavljate zahtevek, če bi se blago med prevozom do nas izgubilo.
- POZOR – etiketa ni predplačana etiketa za vračilo.
- Imate vprašanja? Kontaktirajte nas na support@zajo.com.

How to send a package for return or exchange:

- Fill out the online form on zajo.com, or the paper form attached to this email.
- Pack the product together with the printed form in the parcel.
- Cut out the label from this document and stick it on the parcel.
- If you are unable to print the label, please rewrite it including our ID.
- **The customer is responsible for lost or undelivered shipments if the delivery address does not include the required ID.**
- Send the parcel to us. Once we receive it, we will process your request within 14 days.
- We recommend sending the parcel as a registered and insured shipment, so you can file a claim if the goods are lost on the way to us.
- PLEASE NOTE – the label is not a prepaid return label.
- Do you have any questions? Contact us at support@zajo.com.