

PURCHASE WITH REGISTRATION

RETURN:

To make a return, log in to your account in our online store, expand the “YOUR ORDERS” tab, and find the appropriate order.

Then, click “RETURN” next to the order.

After redirecting to the list of products available for return, you should select “RETURN” giving the reason for the return in the comment, and click RETURN below.

Once the return has been approved, all returned tickets and/or ski passes will be canceled.

The correct return will be confirmed with the notice “Products have been added to the return.”

Then you will see the order in the “Returns” tab

If the return is accepted, an e-mail is sent to the address provided, with a correcting invoice providing a link that directs you to the correction page, where you should click “confirm the receipt of the correcting invoice ”. Once activated, the refund is processed via the dotpay service.

COMPLAINT:

To make a complaint, log in to your account in our online store, expand the “YOUR ORDERS” tab, and find the appropriate order.

Then, click “COMPLAINT” next to the order.

After redirecting to the list of the products available for complaint, you should select “COMPLAINT” giving the reason for the complaint in the comment, and click FILE A COMPLAINT ABOUT THESE PRODUCTS below.

Once the complaint has been approved, all tickets and/or ski passes subject to complaint will be canceled.

The correct complaint will be confirmed with “Products have been added to the complaint.”

Then you will see the order in the “Complaints” tab

If the complaint is accepted an e-mail is sent to the address provided, with a correcting invoice providing a link that directs you to the correction page, where you should click “confirm the receipt of the correcting invoice”. Once activated, the refund is processed via the dotpay service.