

## **PURCHASE WITHOUT REGISTRATION**

### **RETURN:**

When purchasing, please provide the e-mail address to which an e-mail will be sent with the title Order confirmation. In the message, find the link to the return form.

You will then be redirected to the order page, where you should find the appropriate order to return and click the RETURN button next to it.

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

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

The correct return will be confirmed via email.

**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:**

When purchasing, please provide the e-mail address to which an e-mail will be sent with the title Order confirmation. In the message, find the link to the order details.

You will then be redirected to the order page, where you should find the appropriate order to return and click the COMPLAINT button next to it.

After redirecting to the products list 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 via email.

**If the return is accepted a link is sent to the e-mail address provided, redirecting 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.**