

Name	Message
Jona	Thanks for contacting Nike! My name is Jona, how can I help you?
Juš Pešak	Hi, is this customer service only for US?
Jona	Hi there, JJuš . I am happy to help. May I know what happened to your Nike order?
Juš Pešak	Hi, I have a question about some shoes I recently purchased. They are starting to tear and I would like to know if i could return them
Jona	It saddens me to know about what happened to your Nike shoes. This is not what Nike wants you to experience with our item and our quality.
Juš Pešak	
Jona	I'll be glad to review options that we can take advantage to. By the way, was the item purchased from our Nike.com web site or from our Nike store or authorize retailers?
Juš Pešak	From nike app
Jona	Can you provide me the order number, email address and phone number used in the order please?
Juš Pešak	C00864020079
Juš Pešak	pesak.jus@gmail.com
Juš Pešak	0038664173319
Jona	Thank you for the information. Checking on it.
Jona	Thank you for waiting. Is this for Nike Air Max 90 NRG Men's Shoes CZ1929-200 45.5 size?
Juš Pešak	Yes
Jona	May I ask if you have been repair or wash it?
Juš Pešak	I only washed it with cold water and towel and i havent yet tried to repair it
Jona	Can you please take a picture of the shoe showing the damaged side? I have enabled the attachment option to share the image.
System Message	Your file has been successfully uploaded to the Athlete.
Juš Pešak	They are only starting to tear but Im afraid it will tear even more and it also looks weird
Jona	Got it. Checking here.
Jona	After looking into the order, it appears that the item is already beyond our 30 days exchange policy. Thus, our system can no longer create an exchange or replacement request.
Jona	No worries, the best option we have is to create your return request for a full refund and re-order it. I send the return label to your email address. Would that work?
Juš Pešak	That would be great thank you
Jona	Good news, we are still within the 2-year warranty return policy so we can surely return it for a full refund. This has also been taken advantage of a lot of consumers so no worries about this.
Jona	Please give me a minute or two to process the return.

Name	Message
Jona	I have now confirmed a return for this order. You can use the return label I will be sending via email and drop the item off at your local post office.
Jona	I have sent you a return label to your email pesak.jus@gmail.com.
Juš Pešak	Ok, thank you very much
Jona	Just make sure to attach the return label outside the returning parcel. There is no need to include a note in the returning box since I have it noted in our incident.
Juš Pešak	Great thank you
Jona	Oh, one more thing, the return will take 3-7 working days and once received by our team, the refund will be processed and back to your account in 5-9 working days. You will also receive the credit invoice to your email for reference.
Juš Pešak	Great
Jona	To make up for the inconvenience, I will provide a 10% discount for you that you can use on the next order. You can check the terms and conditions in this link: Nike.com/gethelp https://www.nike.com/gb/help/a/promo-code-terms-eu EUCS10HNJE3YHYRK Expiration date: August 15, 2023
Jona	It's my pleasure to help in any way that I can!
Jona	For now, may I know if there will be anything else I can help you with or look up for you while you have me here?
Juš Pešak	No that would be all thank you very much