

Return slip, (sample) cancellation form and complaint form

Using the return slip is not a prerequisite for exercising your right of cancellation. You can send us the cancellation notice in advance or enclose it with the returned items.

Customer number:		Date:	
First name / Last name:			
Street / House number:			
Postcode / City:			
Order number or invoice number:			
I hereby cancel the contract for the purchase of the following items:			

The return period is 14 days from the date of cancellation. You are responsible for the costs of the return shipment. Any costs incurred by unpaid returns will be deducted.

Please enclose this form and a **copy of the invoice** with the return.

The goods must be returned unused and, if possible, in their original packaging.

We do not accept returns of items showing signs of use or damage.

Quantity	Order no.:	Item:	Reason for return:

1 Right of withdrawal / **2** Incorrect delivery / **3** Incorrect order / **4** Defective/damaged /
5 Not satisfied / **6** Does not fit / **7** Missing parts / **8** Other (comment)

Comment:	

Exchange for:		Refund the invoice amount
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Defective items will be inspected and, if covered by the warranty, replaced or refunded. If an exchange is not possible, we will issue a refund.

Where possible, refunds will be made using the same method as the original payment.

For cash on delivery payments, we will need your bank details.

Bank:		IBAN:	
Account holder:			