

EMPORIUM

RETURN FORM

Order number: _____ First and last name: _____

Order date: _____ Address: _____

E-mail: _____

WHAT ARE YOU RETURNING?

ITEM	ITEM DESCRIPTION	QUANTITY	RETURN CODE	RETURN CODE DESCRIPTION
_____	_____	_____	_____	1 – Wrong size
_____	_____	_____	_____	2 – Ordered multiple sizes
_____	_____	_____	_____	3 – Item not as pictured
_____	_____	_____	_____	4 – Dislike the item
_____	_____	_____	_____	5 – Wrong item
_____	_____	_____	_____	6 – Damaged item (e.g. strains, scratches, holes, etc.)*
_____	_____	_____	_____	

*6 – Please describe the damage: _____

HOW TO RETURN?

- 1 You can return items from your order within 30 days of receiving them. On this form fill in the quantity of the items that you are returning and write their return code.
- 2 Pack the items that you wish to return in the original packaging, together with the completed return form.
- 3 You can return the items via GLS by filling in this form in addition to the e-form for return on **www.emporium.eu** (Returns) and follow the instructions. If you opt to return the items via GLS, the return fee is €4. If you send the package back by post (you need to add tracking to your package), you also need to cover the return cost yourself.
- 4 As soon as we process your order, we will return you the money via the same payment method you used for your order. If you paid on delivery, we will require your bank details to reimburse you. So, if you agree, please include this information, too.

Bank account: _____ BIC: _____

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR CUSTOMER SERVICE:

E-MAIL: pomoc@emporium.eu | TELEPHONE: 0800 45 44 | From Monday to Friday, from 8.00 to 16.00.