



## SOULBUDDY RETURNS FORM

You have the right to return the products purchased from SOULBUDDY within 30 days of receipt for a full refund (except for a partial cancellation).

### Please proceed as follows:

1. Please print out the form and fill in all the needed details. (Please fill in your **order number!** You'll find it on your order confirmation or your invoice)
2. Put the form into your parcel.  
All products must be returned to us unused, unwashed, **WITH** a label or hangtag.  
Please send back the undesired article.
3. You can use the enclosed address label.

### ATTENTION for returns from SWITZERLAND/non-EU countries

Please note "return" on the package. It is also mandatory that you attach Soulbuddy's original invoice to the **OUTSIDE** of the package in a clear shipping bag/sleeve. This is important so that German customs can process your return.

*Note:* Please note that we don't take any responsibility for items that get lost or damaged during the return. Therefore we recommend using a secure shipping method with tracking option.

**Costs:** Please understand that the costs for the return shipment have to be taken over by yourself.

**What and how will my products be reimbursed?** As soon as we received your return shipment and the goods have been checked by us, you will receive a refund via your original payment method.

For returns of individual products from a set or configurator, the pro rata costs per product will be refunded (e.g. 1/2 for a product from a set of 2, 1/3 for a product from a set of 3, etc...).

Please note that it can take up to 10 working days to process the return and refund.

**NAME:**

**ORDER-NO:**

**AMOUNT**

**Article-No. & Item details**

**Reason for return**

(e.g. 02-LG-AS - Soulbuddy Caps Set of 2 light-grey)

AMOUNT	Article-No. & Item details	Reason for return

Please choose a reason for return:

**1** Ordered wrong size

**2** Received too late

**3** Product not as shown

**4** I don't like the product

**5** False delivery caused by Soulbuddy

# Return Address Label



From:

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To:

Soulbuddy GmbH  
- Returns -  
Hoeschstraße 20  
46284 Dorsten  
Germany

