



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:

To:

Soulbuddy GmbH
- Returns -
Hoeschstraße 950
46284 Dorsten
Germany

Postage
required

