Return Form

AGRUBE

Dear Customer,

many thanks for your order. We would like to make any returns as simple as possible. Should something not fit or not be to your liking, you can return any product ordered from us within 14 days of receipt. With any return please note that the new product(s) must not have been worn or washed and be in a condition so it/they can be resold. Customers are required to pay postage for returns from abroad.

Our returns system functions as follows:

1. Repack the product in its original packaging

2. Fill out the Return Form and place it in the package

3. Stick the Return Label to the outside of the package

4. Take the packet to the Post Office or parcel delivery company and keep your proof of postage

Should the Return Label be missing for any reason, you can print one out from our internet page http://www.grube.de/kostenloser-rueckversand/ .

Should you wish to return **bulky goods, dangerous goods, ammunition or freight forwarding goods,** please contact us by telephone.

Damage in transit must be claimed immediately from the carrier for insurance reasons. Any damage must be reported immediately.

Please return the parcel to:

Grube KG
- Retouren -
Steinbecker Str. 61
29646 Bispingen
Germany

The following cannot be returned or exchanged:

- worn, dirty or washed goods
- custom made products and special procurements
- sealed packaging (CDs, DVDs, books, hygiene products), where the seal has been removed
- perishable goods or those past their sell-by date
- products which by their nature have been inseparably mixed with other goods

In the case of any return or repair of used goods, please send them to us in a <u>clean, washed condition</u>.

Customer number: _____   Reference number: _____   Date: _____

I wish to return the following:

Quantity	Product number	Product Description	Reason for return
____	_____	_____	____
____	_____	_____	____
____	_____	_____	____
____	_____	_____	____
____	_____	_____	____
____	_____	_____	____
____	_____	_____	____

Reason for return:

B Defective / faulty	**C** Too large	**D** Too small
G Goods not ordered	**H** Double delivery	**I** Delivered too late
J Incorrect delivery	**K** Samples	**L** Damaged in transit
Z Other:_____		

☐ **Refund**

If you have paid your invoice by cash on delivery or cash in advance, please provide bank details.

IBAN:_____ **BIC**:_____

Account holder:_____

(PayPal, credit card and direct debit customers will receive the credit balance back via the appropriate payment method.)

☐ **Credit** to my customer account for my next order.

When **paying by invoice**, please deduct the amount of the return shipping from the invoice amount.

Contact details in case of queries

_____   _____   _____
Name   Telephone   E-Mail