

KAUFMANN

RETURN SLIP

If you want to exchange or return your item, fill out the return slip and return this with the item 14 days at the latest from when you received your package. Labels and price labels must still be on any returned item. Shoeboxes may not be used as shipment packaging.

NB: You must pay for the cost of returning your item unless otherwise has been agreed with our customer service.

Getting your money back

Fill out the return slip and mark "Money back" with an X next to the item you want to have your money back for. The amount will be refunded to the debit card that was used to pay for the purchase. It may take up to two weeks before the money is deposited into your debit card, depending on what type of card it is.

Exchanging for another size

Fill out the return slip and write down which size you want instead. We will send you the desired size five working days at the latest after we have received the returned item. If we do not have the desired item in stock and cannot stock the item, we will refund the money to the debit card that was used to make the purchase.

Exchanging for a completely different item

Visit our website and place an order for a new item in the normal way. Fill out the return slip and mark "Money back" with an X. We will refund the amount to the debit card that was used to make the purchase. It may take up to two weeks before the money is deposited into your debit card.

Complaint

If you discover a defect in your item, then contact customer service by e-mail at supporten@kaufmann-store.com. We will help you in this matter. Remember to write down your order no. in the e-mail, so we will be able to help you faster.

I have received the wrong item

In the event that you have been sent an item that you did not order, please contact customer service by e-mail at supporten@kaufmann-store.com. Remember to write down your order no. in the e-mail, so we will be able to help you faster.

Name:

E-mail:

Order no.:

Telephone no.:

Item(s) that I am returning

Product no. Exchange for size Money back

Product no. Exchange for size Money back

Product no. Exchange for size Money back

Product no. Exchange for size Money back