

LO-FI MERCHANDISE RETURN FORM

Any questions regarding your return?

We're happy to help:

E-Mail: mailorder@lo-fi-merchandise.com

Phone: 0049-(0)221-1395566

We explicitly point out that the use of the return form and the compliance with the procedure specified below constitutes no prerequisite for the effective exercise of the right of withdrawal.



Please send the return to:

LO-FI Merchandise
B.Castagnet
Lichtstrasse 26-28
D-50825 Cologne
Germany

95

Please insert your invoice number here.

Please take note of the following requirements:

1. You can withdraw from a sales contract (the order) within 14 days without giving reasons.
2. In order to ensure a smooth procedure at German customs, please keep the following in mind:
The invoice and the completed return form be attached clearly visible to the package exterior (e.g. a poly pocket).
3. You bear the shipping costs of a return.
4. Please insert your invoice number in the box above.
5. In case you received a wrong shipment or your order was damaged, please help us by providing a description of the defect below.
6. In case of a partial withdrawal / return you are eligible to a voucher code over the amount of the merchandise value and the proportionate shipping cost derived from the weight of the shipment.
7. In case your order was damaged in transit, please include a copy of the carrier's damage report in the return package.

Customer data:

Name	First name	E-Mail	Phone number	Customer ID

I hereby give notice that withdraw from my contract of sale of the following goods:

Item number	Size / Format	Quantity	Additional information				
			Don't like it	Doesn't fit	Damaged in transit	Damaged	Wrong item
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				
			<input type="checkbox"/>				

Ordered on:

Received on:

.....
Date / Signature

What is Lo-Fi-Merchandise supposed to do after receiving the return?

Send exchange items

Issue a refund to my bank account: In case of payment via PayPal or credit card, no bank details need to be specified.

Item number	Size / Format	Quantity

Account holder: _____

Bank name: _____

Account-nr. / IBAN: _____

BIC / SWIFT: _____

Additional notes: