

POMPdeLUX RETURN FORM

Thank you for shopping with POMPdeLUX.

HERE'S WHAT TO DO

1. Pack the item – the delivery bag is resealable so you can reuse it for returns.
2. Complete and enclose the return form.
3. Attach the return label on your parcel – the return label can be found here www.pompdelux.com/en-gb/customer-service/returns/
4. Deliver the return parcel at the nearest delivery location – the return label tells you which distributor to use.

REMEMBER TO GET A DELIVERY RECEIPT: YOU ARE RESPONSIBLE FOR THE PARCEL UNTIL WE RECEIVE IT.

RETURN

If you want to return an item from an EU Country and you have printed the return label via the link above, we will deduct the shipping cost in your reimbursement. The return label has a value of EUR 15. If you want to return an item from a NON EU Country and you have printed the return label via the link above, we will deduct the shipping cost in your reimbursement.

The return label has a value of EUR 28. If you have a complaint, read more here:

www.pompdelux.com/en-gb/customer-service/complaint/

If you wish to return something from your order and buy new items, you have the option to create a new order with free postage within 14 days after you have received your order. Read more on our webshop under Returns.

REFUNDS

The amount is always returned to the same method of payment used to make the purchase.

If you want to return an item and get a full refund, you have to pay the postage. When using the return label, which can be printed through our Website, we will charge you according to above listed.

For further information please visit www.pompdelux.com

Is the information we have about you correct? We'd really like to have the right information about you in our system.

Log in to My Page and make sure that we have the correct information.

PLEASE SPECIFY ONE OF THE FOLLOWING RETURN CAUSES:

RETURN

CODE

Too big	1
Too small	2
The product did not meet my expectations	3
I've changed my mind - one product	4
I've changed my mind - the whole order	5
I did not order these products	6*
Complaint - Fill out the table of reasons on the right	7*

COMPLAINTS

MARK WITH X

Faulty zip	
Hole in the material	
Faulty sewing	
Stain on unused product	
Faulty print/embroidery	
Other:	
Please mark the fault with tape	

*If return code 6 and/or 7 are used, we will pay the return postage. For approved complaints, the item is replaced if possible, otherwise the price will be refunded to the original payment method associated with the purchase. You will be contacted if your complaint is rejected. Please note that we do not process handwritten notes or comments on return forms.

POMPdeLUX

PERSONAL DETAILS

E-order number _____
(you will find this in your order confirmation)

If possible, customer number _____
(You will find it on your invoice)

Name _____

Tel. no. _____

I RETURN FOLLOWING ITEMS/PRODUCT NAME	RETURN CODE	QUANTITY

