

RETURN VOUCHER

We get it. Sometimes it just doesn't click and you want your money back or you'd rather have something else. Don't worry - we'll sort it!

1. INFORMATION ABOUT THE SENDER:

(Please write in block capitals)

Order no.:

Customer no.:

E-mail:

Phone no.:

Name:

Street + house number:

Postal code: Town/city:

Date: / -20

Signature:

RETURN ADDRESS:

Selfmade®
Gärtnerstrasse 130-140
DE-25469 Halstenbek
E-mail: info@selfmade.com
Tel: +49 32 221 095 664

2. RETURN

PRODUCT NO.	CODE	QUANTITY/NOTES
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

REASON FOR RETURN/CODE

1. Materials - defect
2. Accessories - defect
3. Cancel for money back
4. Colour deviation *
5. Wrong product entered
6. Return without providing a reason

If there is not enough space for all your products, please write on the other side.

**The colour may vary depending on the screen resolution and therefore does not always constitute grounds for a complaint.*

3. REFUND

The refund will always be made to the payment method used for the order.
You can place a new order on Selfmade.com at any time.

The customer is liable for freight costs of the return shipment unless there are valid grounds for a complaint.

Goods must be returned in undamaged, unused condition. Any items that are returned damaged or used or with indications that the customer did not take reasonable care of the items whilst they were in their possession may result in a reduced refund. Please enclose the filled-out return form in your return parcel. We recommend using the same courier as was used to ship the parcel to you. Please do not send the goods postage unpaid. If your parcel was damaged during transport, please contact your courier directly. Selfmade® will cover the return costs in case of a complaint / incorrect delivery, provided the goods have been returned correctly to Selfmade®. Postage will only be covered if proof of the shipping costs is included in the package. Proof submitted later will not be taken into consideration.