

Do you have any questions?
info@elbenwald.de

Please, fill in completely in blockletters.

SENDER

Invoice-No: _____
or Order-No: _____
Surname: _____
Name: _____
Street: _____
Postcode/City: _____
Country: _____
E-mail: _____

REFUND

Your return will be refunded automatically to the payment method you used.
You don't need to do anything else.

RETURN

Item Number	Qty	Item Description	Size	Reason * 1-7

*1 too small / 2 too big / 3 I don't like it / 4 damaged / 5 delivery too late / 6 value for money / 7 other – **please state:**

If you have any questions, please do not hesitate to contact us:
info@elbenwald.de

RETURN SERVICE

Please read the following information carefully, if your order is damaged, incomplete, wrong, if you don't like it or if it doesn't fit you.

FREE RETURNS

- 1. Pack the item securely**
The item must be packed securely to prevent damage during transit. Please place all items in their original packaging and use suitable outer packaging for the return shipment. If possible, reuse our shipping box. Please use sturdy cardboard boxes only—do not use bags!
- 2. Complete and enclose the returns form**
We can process your return more easily and quickly if you use the returns form on the reverse of this page. Please complete the form in full and enclose it with your parcel. Alternatively, enclosing a copy of the invoice with details of the reason for the return or any relevant email correspondence will also help us process your return more quickly.
- 3. Use the returns label, take the parcel to a post office and send it free of charge (within Germany)**
You can obtain your returns label for free return shipping using this QR code ►
Please note: The label is only valid for parcels sent from within Germany. Keep your proof of postage in a safe place so that your parcel can be clearly identified in the event of loss.



RETURNS FROM OUTSIDE GERMANY

Unfortunately, we are unable to cover the shipping costs for returns from outside Germany. You are, of course, still entitled to return your order within 14 days of receiving the goods.

Please follow steps 1 and 2 and send your return to the following address ►

Elbenwald GmbH
- Returns -
Am Seegraben 11
03051 Cottbus
Germany

REFUND, EXCHANGE AND REPLACEMENT

You simply send the ordered item back and we will give you a refund.

After we have received your return an inspection and a fast processing will follow. The refund will be handled within a short amount of time. Please note, only items in their original packaging can be accepted back. Rings and jewellery must not have any scratches, marks or similar damages.

If you are entitled to a refund, we will credit the amount to your account. If you paid by credit card, PayPal or Amazon Pay, the amount will be credited automatically. The shipping costs incurred are not included in the refund.

Please note: You have to return the goods within 14 days of the delivery date.

Exchange

If you would like to exchange a product, e.g. jewellery or clothing for a different size, please send back the delivered goods as a regular return. Also refer to the above section regarding the return. We will refund the cost of the item, immediately. Independently, place a new order for the correct size with us.

Wrong, damaged or incomplete deliveries

may happen, although we take the utmost care when handling your order. If the error is on our part, we will assume the costs. In that case or if you have any questions or complaints: Please send us an e-mail.

Note on decreasing value

Please note, only items in their original packaging can be accepted back. Rings and jewellery must not have any scratches, marks or similar damages. If you return damaged or used goods, we will deduct the statutorily amount. You can avoid this by checking the goods on delivery, as you would have done in a shop and send them back without any marks of usage and in the original packaging. Excluded from return are audio or video recordings or software, provided you unsealed the delivered medium.