

Do you have any questions?

info@elbenwald.com

WhatsApp Chat: +49 151 73038418

Please, fill in completely in blockletters.

SENDER

Customer Number: -----
Order-No: -----
or Invoice-No: -----
Surname:
Name:
Street:
Postcode/City:
Country:
Phone:
E-mail:

REFUND

Credit Card PayPal Amazon Pay

If you paid by credit card, Paypal or Amazon Pay, you don't need take any further steps. The amount will be refunded by us onto your credit card or your account immediately.

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:**

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If you have any questions, please do not hesitate to contact us:

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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.

RETURNS

1. Pack item securely

The item must be packed securely to not be damaged during transport. Please use the original packaging for the return and a suitable outer packaging, if possible our box. Please, use strong cardboard boxes only, no bags!

2. Fill in and enclose return form

Processing the return will be fast and easy, when you use the return form on the reverse. Please, fill in the form completely and enclose in the return package. A copy of the invoice and further information on the return reason and on e-mail contact will expedite the process, too. Please, make sure to fill in the entire form to ensure a fast processing of your return!

Unfortunately, we can't cover any shipping costs for returns. Of course, you have the general right to return an item within 14 days after delivery. Follow steps 1 and 2 and send the return to the following address:

Elbenwald GmbH
- Returns -
Am Seegraben 9-10
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 for 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 statutory 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.

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