

1 Your data

invoice- or order-number

firstname

e-mail address

lastname

telephone number

2 What are you sending back?

item.no.	item name	size	quantity	reason*	exchange	return	repair
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

reasons***10** I don't like the product**20** product does not meet my expectations**30** ordered by mistake**40** transport damage**50** product is damaged / defect**60** wrong product was delivered**3 You want an exchange?**

Please mark in step 2 which items you'd like to exchange and let us know which items you'd like to have instead:

exchange request

4 You are returning items?

Please mark in step 2 which items you'd like to return. You'll receive the value of the items you already paid for back onto the payment-method that was originally used. Please consider the return policy on the next pages.

If you paid your order by bank transfer or SOFORT instant bank transfer, please fill out the data of your bank-account where the amount should be sent to:

owner of the bank account

IBAN

name of the bank

BIC

5 You have a damaged/defect item?

Please explain to us what is wrong with the product and we will contact you upon receipt of the repair:

description of damage/defect

6 return address

Please send your shipment securely packaged as already paid package to the following address:

Steinadler - wekk handels gmbh IZ NÖ-
Süd, Straße 2d, Objekt M41
2355 Wiener Neudorf
Austria

You have to bear the postage or transport costs. Unfree packages will not be accepted!

Return

After receipt of our products you have 14 days to return those items you are not satisfied with. The returned items have to meet the following requirements:

- originally packed
- unused
- packed to ensure a safe delivery
- postage paid

Along with the products, please return a statement regarding the reason for your return.

You can return or exchange purchases to our return facility, regardless whether you made your purchase online or through one of our shops. We recommend to choose a mail-carrier who offers tracking and insurance of your parcel. Postage will not be refunded.

Excluded from your right to return are:

- Individually created or altered items (like name-tags)
- Already reduced merchandise
- Products specially ordered for you (because of size-requirements, colour, etc.)

Exchange

After receipt of our products you have 14 days to exchange the item. The items to be exchanged have to meet the following requirements:

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- unused
- packed to ensure a safe delivery
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Guarantee

If your item has a manufacturing defect in its materials you can return it within two years after your purchase. You must have a proof of purchase for all returns and exchanges. If your original purchase was made online, please check your online account for the invoice.

RETURN LABEL

Please detach the lower part and stick it on the return package



STEINADLER - wekk handels gmbh
Retouren und Reparaturen
IZ NÖ-Süd, Straße 2d, Objekt M41
A-2355 Wiener Neudorf

AUSTRIA

Transport costs have to be paid by
sender !