

# RETURNING GOODS

Sometimes, you may need to return your order for some reason. To ease this process, we kindly ask you to fill in this form and return it with your order. Alternatively, enclose a copy of your order confirmation/invoice and circle the good(s) you are returning.

You should always return your order in the same or similar packaging to the one you received your goods in. If not, your goods, especially magnets, may break during shipment. If you return your order in inadequate packaging – e.g. a simple envelope – we reserve the right to refuse returns and to charge you for any goods damaged during the return shipping process in the total refund.

You are responsible for all expenses related to returning the goods. Exception: we will pay for the return shipping expenses in case of defective/incorrect products. However, you always need to contact us first as we do not refund shipping expenses without prior agreement.

Invoice no. or order no.: \_\_\_\_\_

I am returning the following good(s):

Product no.	Description of good(s)	Reason for the return

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode, city & country: \_\_\_\_\_

## Exchanges

Make a new order on [www.magnetpartner.com](http://www.magnetpartner.com) and note under "comments" that you are exchanging a product. We will then deduct the price of the return from the new order. If you already placed such an order, write the order no. here: \_\_\_\_\_

## Cancelling your order after delivery

We will make a refund to the payment card that you used to purchase your good(s) as soon as possible after receiving the returned good(s) (within 5 working days). Please note: it may take a few days before the refund appears in your account. This is not our fault; it depends on the agreement you have with your bank. If you paid by invoice, you will receive a credit note shortly.

Any questions? Please contact us before you return your good(s).