



EXCHANGE / RETURN FORM

FREYWILLE online boutique orders

Name
Postal Address
Zip Code, City
Country
Phone Number
E-Mail Address

FREYWILLE
Gumpendorfer Strasse 81,
Vienna 1060, Austria
Phone: 1 (800) 910-0924
Email: webshop-usa@freywille.com

Date of Order	Date of Receipt
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Items ordered	Value incl. tax
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I would like to return for exchange with the following item/s:

I would like to return the items for the following reason:

Size too small	Size too big	Item not as expected	Defected Item	Order delivered too late	Wrong items delivered
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_____ My Signature	_____ FREYWILLE representative, signature, date
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Note about your exchange: After positive confirmation of the goods' sound condition upon receipt in the boutique, we will contact you regarding the exchange options and delivery times. You are responsible for shipping costs from your location to FREYWILLE location and backwards.

Note about your return: After positive confirmation of the goods' sound condition you will receive a refund corresponding to the value of the concerned goods including the original shipping cost (from Webshop to customer) as quickly as possible. Your refund will be transferred to you using the same payment method as initially used. Please note that we cannot influence the transaction duration of the third party payment provider (e.g. Visa, Mastercard etc.).