

EXCHANGE / RETURN FORM

FREYWILLE ONLINE BOUTIQUE ORDERS

FROM

Name _____
Email Address _____
Postal Address _____
City/Postal Code _____
Country _____
Phone No. _____

TO

FREY WILLE (CANADA) INC
US Warehouse/Distribution Center
7010 W Belmont Avenue
Chicago, IL 60634
Tel: +1-800-801-4094
Email: webshop-usa@freywille.com

ORDER DETAILS

Date of Order _____
Date of Order Receipt _____

ITEMS ORDERED:

Product/s	Purchase value incl. tax
_____	_____
_____	_____
_____	_____

└ I would like to return for exchange with the following item/s:

┌ *I would like to return the items, for the following reason:*

(please select only 1 reason for return)

- *Size too small*
- *Size too big*
- *Items not as expected*
- *Defected items*
- *Order delivered too late*
- *Wrong items delivered*

My signature

FREYWILLE representative, signature, date

(to be signed upon receipt of goods)

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.).