



EXCHANGE / RETURN FORM

FREYWILLE online boutique orders

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

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

| | |
|---------------|-----------------|
| Date of Order | Date of Receipt |
|---------------|-----------------|

| | |
|---------------|-----------------|
| Items ordered | 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:

| | | | | | |
|----------------|--------------|----------------------|---------------|--------------------------|-----------------------|
| Size too small | Size too big | Item not as expected | Defected Item | Order delivered too late | Wrong items delivered |
|----------------|--------------|----------------------|---------------|--------------------------|-----------------------|

| | |
|-----------------------|--|
| _____ My Signature | _____ FREYWILLE representative, signature, date |
|-----------------------|--|

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.).