

# EXCHANGE / RETURN FORM

FREYWILLE ONLINE BOUTIQUE ORDERS

---

**FROM**

Name \_\_\_\_\_  
Email Address \_\_\_\_\_  
Postal Address \_\_\_\_\_  
City/Postal Code \_\_\_\_\_  
Country \_\_\_\_\_  
Phone No. \_\_\_\_\_

**TO**

**FREYWILLE** (Canada) Inc.  
511 Howe Street,  
Vancouver, BC V6C 2C2  
Tel: +1 604 569 08 14  
Email: vancouver@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 Boutique's stamp, 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 Boutique 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.).