



RETURNS FORM

Hey! You're sending something back? We'd like to learn from it! For that reason, please fill out this form completely and enclose it with your return. The more information we have, the quicker we can process your return. **THANK YOU!**

1. WHAT ARE YOU RETURNING?

Items with a broken seal are not returnable!

	Item code	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						
6						

HERE ARE THE RETURN CODES: Please enter the two-digit return code in the chart above

The item doesn't fit, because

- 80 Too small / too short
- 90 Too big / too long
- I don't like the item because**
- 31 I don't like the material
- 32 I don't like the design / shape / cut
- 33 I expected more for the price
- 51 the item differs from the picture
- 52 the colour differs from the picture
- 34 other reason*
- 35 ordered it to have a choice

The quality is not okay because

- 61 item damaged/broken
- 62 flaws in material/workmanship
- 63 other quality problems*
- The order/delivery was not okay because**
- 41 wrong item ordered
- 42 wrong item delivered
- 43 arrived late
- 44 order was different/delivery-related reasons*

*Please tell us about the reason or problem here

2. WHAT WOULD YOU LIKE IN EXCHANGE?

I would like to have the following articles in exchange:

	Item code	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						
6						

Customer number

Invoice number

Name

Street

Postal Code / City / Country

YOU CHOSE EXCHANGE THAT COSTS MORE?

If you are required to pay any difference as a result of your exchange, for data protection reasons, please do not write the payment details down. We will contact you by phone to arrange payment.

Your telephone number for a call back

When can we best reach you (day/time)

PLEASE REFUND ME!

If there are no other items in our catalogue that you would like in exchange we will gladly refund you. We will always try to refund you via the same means that you originally paid, should this not be possible, you may be refunded by cheque.

IMPORTANT!

- Please send your return with adequate postage and in the least expensive way.
- Always send us jewelry in a padded envelope please so that it is well protected and does not get lost.

EVERYTHING FILLED OUT? THANK YOU!

Now just pack your items, tape up the package and send to the following address:

Wildcat GmbH
 - Retourenabteilung -
 Wankelstraße 5
 48599 Gronau
 Deutschland / Germany

YOU STILL HAVE A QUESTION? WE'D LOVE TO HELP!

Give us a call +49 (0) 2562 / 99 2 99 0 or send an email: service@wildcat.eu