

Returns form

FOR BUSINESS CUSTOMERS AND DISTRIBUTORS

Help needed?

✉ service@wildcat.de
☎ +49(0)2562/992990

We are available by telephone:

Mondays to Fridays from 08:00 to 18:00

To return items, please fill out this form and enclose it in the return package. **THANK YOU FOR YOUR COOPERATION!**

Customer # _____
invoice # _____
company / studio _____

first name, surname _____
street and number _____
ZIP code, city, country _____



Generally, we only take back articles with a **demonstrable material defect**, i.e. the article is defective or it is an incorrectly delivered article. „Defect“ does not necessarily mean „broken“. Improper handling or overuse can also „break“ articles, in which case we cannot take this article back. This also applies if you purchased the article more than 12 months ago. Please also note that we only process returns if the articles are in a hygienically perfect condition. Unjustified returns can be rejected..

What do you return?

	Code	Description	Size	Quantity	Receipt #	Reason*
1						
2						
3						
4						
5						

*Tell us the reason for your return:

Please enter the correct return code in the table above.

*Describe your specific reason for the return

The quality is not ok because...

- 61** article is damaged / broken
- 62** material and/or manufacturing defects
- 63** article has other quality problems*

The delivery was not ok because...

- 42** I received the wrong article

What can we do for you?

Let us know if you would like a replacement or a refund.

Free replacement (shipping and packaging free of charge)

As soon as we have received and checked your return, we will send you all articles in stock as a free replacement. Articles that are not in stock will be noted in your backorder list and delivered as soon as possible.

Regular refund

If the payment was made via PayPal, credit card or instant bank transfer, the refund will be made in the same way.

Refund to your bank account

Tell us your bank details in the adjacent field.

This is especially useful if you have paid in advance, by direct debit or C.O.D..

Your bank account details

To be filled in only if refunded to your bank account

Bank institution

IBAN

SWIFT-BIC

Have you filled in all the details? Ok, you're almost done! Now you only have to pack the articles, seal the package and send it to the following address: Make sure to enclose the upper section of your return so that we can allocate and process it correctly. 

Please pay attention to the following details when returning articles:

- Please send your return with sufficient postage. **Important:** you can only complain to the shipping company about a missing package when you have a tracking number!
- Please always send us jewellery in a padded envelope so that it is well protected and nothing gets lost. If you return defective items we kindly ask you to clean them before shipping.

Wildcat GmbH

— Retourenabteilung — 

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