



# RETURNS FORM FOR PRIVATE CUSTOMERS

Hey! You're sending something back? We would like to learn from this! Please fill out this form completely and enclose it with your return. This way we can process your returns smarter and faster for you. **THANKS A LOT FOR YOUR COOPERATION!**

**HELP NEEDED?** ✉ service@wildcat.de ☎ +49 (0) 25 62 / 99 2 99 0

**We are available by telephone:** Mondays to Fridays from 10:00 to 17:00

Customer #

first name, surname

invoice #

street and number

ZIP code, city, country

## WHAT DO YOU RETURN?

Code	Description	Size	Price	Quantity	Reason*
1					
2					
3					
4					
5					

## WOULD YOU LIKE ONE OR MORE REPLACEMENT ITEMS INSTEAD OF A REFUND?

Code	Description	Size	Price	Quantity
1				
2				
3				
4				
5				

### \*TELL US THE REASON FOR YOUR RETURN:

Please enter the correct return code in the table above.

#### The article doesn't fit because it is...

**80** too small / too short

**90** too large / too long

#### I don't like the article because...

**31** I don't like the material

**32** I don't like the design, shape or colour

**33** I expected something else for the price

**51** article different than shown

**52** colour different than shown

**34** other\*

**35** selection order

#### The quality is not ok because...

**61** article is defect / broken

**62** material / manufacturing defects

**63** other quality problems\*

#### Delivery was not ok because...

**41** I ordered the wrong article/s

**42** wrong delivery

**43** delivered too late

**44** otherwised ordered / delivery reasons\*

\*Describe your specific reason for the return

### THE PRICE OF THE REPLACEMENT PRODUCT EXCEEDS THE VALUE OF THE RETURN?

How would you like to pay the difference?

#### Advance transfer (free shipping and packaging)

As soon as we have received your order, we will manually send you an order confirmation to the e-mail address stored in the system, including your replacement items and all necessary information for the advance bank transfer. As soon as the amount has been credited to our account, we will send you your articles.

#### PayPal (free shipping and packaging)

#### Credit card (free shipping and packaging)

Due to data protection reasons you must give us your credit card number personally. Please contact our service team via e-mail or phone. Alternatively, we will contact you at the e-mail address stored in your account for further arrangements.



**Attention:** articles with damaged seal are excluded from return for hygienic reasons.

**Exception:** the article is defect.

#### Your refund

The refund of the amount of the returned articles is always made in the payment method in which the purchase was made. If you wish to receive another form of refund, please contact our service team.



**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 –

Wankelstraße 5

48599 Gronau

Deutschland / Germany

