



>Returns Form

Attention! Regardless if you are exchanging or claiming on defective goods: **Please send your return with adequate postage when returning items to EMP!**

In the case of a returning defective items, or an incorrect item, the shipping costs for the return will be refunded by us, once we receive the returned item(s).

Order number:
Customer number:
Invoice no.:
Invoice date:

Name:
Street:
Postcode/City:
Country:

What are you sending back to us?

	Item no.	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						

- Here are the Return Codes.
- 85** Item too large
 - 95** Item too small
 - 35** Ordered for comparison
 - 31** I don't like the material
 - 32** I don't like the design/cut
 - 61** Item is damaged
 - 43** Delivery too late
 - 42** Wrong item delivered

What would you like in exchange?*

	Item no.	Description	Price	Quantity	Size
1					
2					
3					
4					
5					

* Please note that it is only possible to exchange the same item for a different size. If you wish to replace a completely different item, we will refund the amount and kindly ask you to place a new order.

You picked a replacement, but it costs more?

- Advanced Payment** Only possible for the following countries: Greece and Ireland. After the order income we will send you a confirmation/request for payment including all necessary details (ideally by e-mail). After you have transferred the amount, we will deliver the goods. (Shipping + packaging free)
- Cash on delivery** Only possible for the following countries: Greenland, Hungary, Iceland, Latvia, and Turkey. C.O.D. deliveries are subject to an additional fee of (plus payment-slip fee at post office)
- Credit Card** For data protection reasons, please DO NOT write the card details down. Please write down your contact telephone number and we will phone you to arrange payment. **Telephone:** _____ **Best time to call you?** _____
If you have any questions then please contact our customer service team on +49 (0) 591 9143800 or send an e-mail to mailbox@emp-online.com

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 bank transfer instead.

Name: _____ Bank: _____
IBAN: _____ BIC: _____

All completed? All safely packaged? Then send it to the address below:



E.M.P. Merchandising HGmbH
Am Stadtwalde 12
48432 Rheine
Germany

