

# Return Instructions

WILLIAM  WALKER

Order number: # \_\_\_\_\_ Name: \_\_\_\_\_

In order to re-import your return back to Germany, registering the return with our partner **MyOrderGate** is mandatory. Without this registration, customs cannot process the return, which may result in additional costs for you. Please ensure you follow the procedure outlined below:

1. You should have received an email from MyOrderGate with a link to your order details. If you did not, please check your spam folder or contact us via email at [cs@myordergate.com](mailto:cs@myordergate.com), including your order's reference number, and we will be happy to resend the link.
2. Follow the link in the email to view your order on MyOrderGate.
3. Click the RETURN ORDER button (top right) to display the list of articles.
4. Select the articles you wish to return, enter the quantity of items, and the reasons for your return. Then, click the RETURN ITEMS button.
5. A popup to select your return label will appear. Ensure this matches the number on the return label found in your package. Click CONFIRM RETURN to complete the process. You will soon receive a confirmation email.
6. Place the items you wish to return, along with their original packaging, in the box and affix the return label on the outside of the package.
7. You can drop off your package at any Swisspost subsidiary or at a Päckli Punkt station (find Päckli Punkt stations in your area at <http://www.paeckli-punkt.ch/map>).
8. Please note that the return shipment can take up to two weeks, and we will only issue a refund after we receive the package.

## Exchanges

Unfortunately, we cannot offer exchanges for products in the DDP process. Please return the products following the instructions above and place a new order for your desired product in our online shop.

## Return Label Costs

The following costs apply for return labels and will be deducted from your refund amount:

Packages up to 2kg - 20 CHF

Packages over 2kg - 30 CHF

**We want to improve continuously and would be very happy about feedback and comments.**

Do you have any further questions, wishes or suggestions? Then feel free to send us an e-mail to [support@williamwalker.de](mailto:support@williamwalker.de)

## Important notice for free gifts

For all promotions where you receive a free gift by fulfilling certain conditions (e.g. amount of the order value), the following rule applies: If you no longer fulfill the condition for the free gift due to your return, the price for the gift product will be deducted from the refund. If you return the free gift product as well, the full price will of course be refunded.

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