

MISMO

RETURNS FORM

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***Before returning any product, please send an email to support@mismo.dk with your request and all relevant information.**

Procedure:

1. Complete this form with the following information:
 - Order Number
 - Purchaser's Name
 - Choose Reason for Return
2. Ship the returned product to Mismo together with:
 - Completed Return Form
 - Original Invoice
3. Check your mail for further notice.

Return of New products:

***Before returning any product, please send an email to support@mismo.dk with your request and all relevant information.**

If for any reason you are unsatisfied with your purchase or wish to return the product because of a claim, simply return the item to Mismo within 14 days of receipt. To be eligible for a return, your item(s) must be unused and in its original packaging (with hangtags, etc.). Ship the item with this completed Return Form and the original invoice that is shipped with every purchase. We recommend shipping the goods with a courier service that is easily tracked since the sender incurs the return shipping expenses. Returned products are the sender's responsibility until it reaches our warehouse. We will process returns shortly after receiving the package and notify you of further procedure via email. Once your returned item(s) has successfully been received, examined, and approved by Mismo, the purchase price will be refunded to your account (taxes, customs, duties, shipping costs, etc, which have been added after the purchase was made at www.mismo.dk will not be refunded). Please note that we do not accept packages sent by COD (Cash on Delivery).

Return of used items (claims)

***Before returning any product, please send an email to support@mismo.dk with your request and all relevant information.**

If for any reason you wish to raise a claim on a purchased item, return the item to us with this completed form, as well as any other relevant details you can include about the claim. The original invoice must always be included to confirm that the return is within this the allotted timeframe. All goods are your responsibility until they reach our warehouse. We will examine your claim, and determine if it is due to: Natural Wear and Tear, Improper Use, Third-Party Interference, Natural Disasters, or damage unrelated to production or quality, in which case we will not replace or fix. If applicable, we will offer to fix the claim or replace it with a new product if it is in stock. Fixing the product will always be the first option reviewed and we will inform you of our decision. Please note that packages can take up to 21 days to be delivered. Refunds can take up to 30 days to appear depending on your bank or card issuer.

We will dismiss the returned product if:

- The Return Form and Original Invoice is not included
- The product shows sign of visible use (New Products Only)
- The product is damaged (New Products Only)

Late or missing refunds (If applicable)

In the event of a refund, please follow the procedures below:

- Check your bank account, again.
- Contact your credit card company as it may take some time before your refund is officially posted.
- Next contact your bank.
- There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact us at support@mismo.dk.

*Packages can take up to 21 days to be delivered.

*Refunds can take up to 30 days to appear depending on your bank or card issuer.

Sale items

Only regular priced items may be refunded. Unfortunately, sale items cannot be refunded.

Ship to:

Mismo ApS
Prags Boulevard 49, B5
DK – 2300 Copenhagen
Danmark
Ph: +45 38343039

If you have any questions, please contact: support@mismo.dk

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Reasons for return:

Please tell us why you are returning the item(s). This will really help us to improve our shop and ensure that we can provide you with the best possible selection of products.

1. The product was not what you ordered (attach the original invoice)
 2. Product was faulty
 3. The product was damaged during transport
 4. The product I ordered was not included in the package
 5. The product did not meet my expectations
 6. Claims of broken products
 7. Other (Please specify)
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PLEASE FILL IN (all required)

(and send this form together with the returned goods):

Order number

(do not forget to attach the original invoice)

Invoice attached

Mark with X, when attached:

Your name: _____

Your address: _____

Your email: _____