



RETURNS FROM OUTSIDE DENMARK

Did you change your mind?

That's quite all right 😊 Returns can be made within 14 days upon delivery. How to proceed:

1. Please fill out this return slip and enclose it with your return parcel. You are welcome to reuse the bag that you received your clothes in.
2. All items must be in the same condition as when you received them.
3. All costs of the return must be covered by you and will not be refunded.
4. You can use a forwarder of your own choice, but we do recommend using a trackable shipping method. Please keep the tracking number for your parcel as your security.
5. When we receive your return parcel, we will credit the amount to your card within 7 working days. Kindly note that some local banks may take longer to process refunded payment.

If you have any questions kindly contact us at: customerservice@crascph.com or call: +45 53601008

Return Address:

Textile Logistics/Cras, Thrigesvej 27, 7430 Ikast, Denmark

Shipments should be delivered directly at the above address – We do not offer to pick up parcels in parcel shops/Post Offices etc.

Exchange?

Please return your item for a refund as described above and place a new order at the webshop 😊

Claim

We are sorry 😞 Please send a photo and description of the claim to: customerservice@crascph.com and we will handle this in the best way possible. Claims should only be returned upon agreement!

Delivery or Order Number: _____

Name: _____

Reason for return:

- | | |
|---------------------------|--------------------------------------|
| 1. Product was too small | 5. I ordered several sizes to try on |
| 2. Product was too big | 6. Wrong product was sent to me |
| 3. I have changed my mind | 7. Other – please describe: _____ |
| 4. Not what I expected | |

Style no.	Product Name	Size	Color	Reason (1-7)