



## Returns / ENCE Shop

As a consumer, you are entitled to notify us within 14 days of receiving the goods that you wish to return individual products or your entire order. Only products which can be sold again can be fully reimbursed. If you want to make a return please contact our customer service for return instructions.

After permission from customer service please send the products to the following address and include this form in the shipment.

**Shop.ence.gg % Logitrail Oy**  
**Ojakatu 3**  
**FI-21200 Raisio**  
**Finland**

Contact Information	
Order Number	
Name	
Delivery address	
Phone	

Products		
Product code	Name	Reason code

Reason codes
<b>Product..</b> A) was broken or damaged B) was not the product ordered C) wrong size D) changed my mind E) other (please describe)

Please describe details (eg. about the damage) on the backside. Pictures of the damaged products and parcel you can send as email to [ecommerce@ence.fi](mailto:ecommerce@ence.fi).

Date

Signature