



Thank you for your order at our ikoo online store.

Please review the contents of the package and the conditions of the goods immediately upon receipt. We grant you a 14-day return policy on all shipping items. For a full refund, all products must be undamaged and in their original packaging. Please send us the products in the original box or in a package with sufficient protection against damage in transit. We are not responsible for packages damaged in transit.

The following applies to brushes and e-stylers: If the seal on the outer packaging is torn or damaged, only 75% of the costs will be reimbursed. We reserve the right to refuse the return products.

Please note when returning the goods:

- Order ID and name of purchaser must be included
- Pay attention to the correct transport packaging
- Enclose completed return slip with shipment

Order ID : _____ **Your name :** _____

Reason for return: (please tick)

Reason:

- The article(s) do not correspond to the ordered goods
- Replacement delivery requested
- The item(s) is / are defective
- Refund requested

Description of the defect & comments:

The amount will be returned to your original payment method.

Your ikoo – Team

Return Address:

Whealth Lohmann Centralin GmbH
Hanns-Martin-Schleyer Str. 39 / 47877 Willich, Germany