

## Returns Form

### Your way to a successful return:

- Please enclose this **fully completed form** with your return.
- The return items must be returned in the **original packaging** in a shipping box/outer carton within **14 days**.
- In order for us to refund you the full price, the products must be as new and must **not show any dirt or traces** of use (not including trial shoes).
- **Exchange:** If we still have your desired size in stock, we will be happy to send you the new product **free of shipping costs**.
- A refund of the product price is made via the original payment method, e.g. by credit card or PayPal. In the case of a partial return, the amount on the invoice can be adjusted by you.
- The **return shipping** costs have to be covered by the customer.

Last name, first name \_\_\_\_\_

Address \_\_\_\_\_

Phone no. (for inquiries) \_\_\_\_\_

Order, customer or invoice no. \_\_\_\_\_

### Returned items:

Item no.	Product name	Size	Number	Reason for return

### I request a:

Exchange (please specify desired item and size)

Item no.	Product name	Size	Number

Refund

### Send your return to:

kybun Joya Retail AG  
z.H. Retourenmanagement  
Mühleweg 4  
CH- 9325 Roggwil TG

Date \_\_\_\_\_ Signature \_\_\_\_\_