

# PANGU RETURN FORM

climate neutral shipment by our partner  
DHL GoGreen.

**GOGREEN**

Ordernumber
First name
Last name
E-Mail Adress

## Retourn address

PANGU GmbH  
Leopoldstraße 7  
80802 München  
Germany

### Free return when buying for 40€ (within EU)

The link for your Returnlabel can be found at [pangu-shop.com/en/pages/retour-rucksendung](http://pangu-shop.com/en/pages/retour-rucksendung).  
Returns bellow 40€ have to be paid upfront by customer.

### What's in your return?

Articlenumber	Article Description	Colour	Size	Amount	Reason*

- \* **01** To big/ to tall
- 02** To small / to tight
- 03** Fabric/ Colour different than shown
- 04** Varies from product description
- 05** I don't like the product
- 06** Zur Auswahl bestellt
- 07** Wrong delivery
- 08** Late delivery

**08** Article damaged/ inadequate (e.g. stains, scratches, holes, etc.)  
Please note the damage:

If it seems to be damage caused by the shipment, please contact us directly: [service@pangu.de](mailto:service@pangu.de)

### How do I get back my money?

After receiving your return, we will reimburse the value of the goods on the payment method, you have chosen at your order.  
If you have paid cash on delivery, we need your bank details for the return transfer.

Account name
IBAN
BIC

For quick processing, please enclose this completed form in the package with the appropriate return label or send sufficient postage to the above-mentioned return address.

**Please keep the receipt of the returned package in a safe place and assume a processing time of 10 working days.**

Your PANGU-Team

### You have further questions?

Then take a look at our FAQs at [www.pangu-shop.com](http://www.pangu-shop.com)  
or contact us via the contact form  
or directly by email.

The use of this return form is optional and does not limit your right of withdrawal.

#### Contact

E-Mail: [service@pangu.de](mailto:service@pangu.de)  
Chat: **9am-18pm (Mo-Fr)**