

KORA MIKINO Returns

Here you'll find instructions for how to return your order.

Returns Policy

You can send your order back to us within 30 days, as long as the panty is in its original packaging and is unworn. Please send your return only in a solid box and make sure your returns form is included in the package. The returns form is attached here, just print it out and include it in the package.

International Returns

We are unable to provide a returns label for international returns. Please cover the costs of the return yourself and make sure that the package arrives undamaged (securely packaged and with the cost of postage covered) at our warehouse. We will refund the amount paid for your order as soon as we have processed the return.

Exchanges

If you would like to exchange an item, you can simply place a new order using our online shop, and we'll reimburse you the shipping costs for an exchange order. Just send us an email to: hikora@koramikino.de.

Please note: if you send back a panty that was part of a discounted multipack, your discount will no longer be valid. Single items from pre-sorted multipacks cannot be returned.

Returns Address

Please return your item to the following address:

mwł Logistikzentrum GmbH
Für: KORA MIKINO
Gewerbepark Kachtenhausen 1-10
32791 Lage-Kachtenhausen
Germany

KORA MIKINO Returns Form

Please print this form out and include it with your return

I/We* hereby return the following items ordered by
me/us*: _____

Order number: _____

Ordered on (__/__/__) / received on (__/__/__)

Customer name: _____

Customer address: _____

Reason for return (please tick):

If multiple items are being returned in one box and the reasons for the return differ, please tick multiple reasons and write the item name(s) behind each reason.

- Item too big
- Item too small
- Don't like them
- Value for money
- Item damaged - please indicate where: _____
- Received item too late
- Received wrong item
- Other: _____

Date and signature of customer

(Only for paper copies)

(*) Please select the relevant term

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KORA MIKINO sustainable femcare UG (haftungsbeschränkt) | hikora@koramikino.de | Geschäftsführung:
Julia Rittereiser | Ust-IdNr.: DE321500410 | Handelsregisternummer: HRB202263B (Charlottenburg)