



## **YOU CAN FIND THE MOST IMPORTANT QUESTIONS AND ANSWERS ABOUT RETURNS HERE:**

The items ordered do not fit. How do I proceed?

You can take 14 days to examine the goods thoroughly.

You can easily return items within these 14 days. Please fill out the return form included in every shipment so that we can process your return as quickly as possible and send the goods back in the undamaged original packaging and in a suitable shipping box. The item must be clean or completely free of your pet's dog hair!

Unfortunately we cannot cover the return shipping costs.

Please provide the package with sufficient postage and send it to:

**4 Legs.de e.K.**

**GF Pia von Ramin**

**Meiendorfer Mühlenweg 21**

**22393 Hamburg**

**Germany**

### **Can I exchange items?**

A direct exchange with settlement is not possible. Do you like an item but would like it in a different color or size? No problem: Please simply send us the item you don't want as a return. You can order the new item as a new order via the online shop. In the online shop you can immediately see whether the item is still available in your desired color and size. We have put together all the information for you on our returns page.

### **What happens if there is damage during transport?**

If there is any damage during transport, you will of course receive a replacement immediately. Please check your shipment immediately upon receipt to ensure that it is complete and intact and, if possible, have any damage noted by the transport service provider immediately upon receipt. Then please inform our team about the damage via Contact or +49 172 4014154 so that we can immediately process the refund or exchange of your order.

You can find further information about returns and exchanges on our website

Homepage at <https://4legs.de/pages/ruckversand-reklamation>

or contact us by email: [retour@4legs.de](mailto:retour@4legs.de)

Thank you!

Your 4Legs team



## PACKING SLIP – RETURN FORM

I would hereby like to withdraw from the purchase agreement for the following items:

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Order number: \_\_\_\_\_ Email (optional): \_\_\_\_\_

### What items am I returning?

Quantity	Description	Color	Size	Reason for return
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Reasons for return: Too small: 1      Unsatisfied: 3      Too large: 2      Item is damaged: 4