Hey, thanks for the order!

If you need to return anything, fill out the form below and send it back to us together with your item(s), in saleable condition within 14 days of receiving your order so that we can process your return/exchange as fast as possible.

Refunds will be credited to your original method of payment.

FLOYA GbR
Berghäuser Straße 143
45663 Recklinghausen
Germany

www.floyamusic.com
hello@floyamusic.com

Personal and order details	
Name	
Billing address	
Order Number	Order Date
Telephone No	
E-mail	
Shipping Address if different	

Reason for item(s) returns or exchange

Returned Items					Refund	Exchange for...				
Product name	Size	Colour	Qty	Value	Yes / No	Product name	Size	Colour	Qty	Value
									Difference (if any)	

Notes:

Please remember to ask the Post Office for your proof of posting certificate and retain it for your reference. The Post Office will stamp this and supply a tracking reference number to prove the item(s) have been returned. Without this we cannot refund any money if we do not receive the returned items.

The refund will be processed once your goods are received into our warehouse.
Please note that it may take up to 7 working days for the refunds to show in your account.

For further questions just write a mail to the above-noted mail address and we will get back to you as soon as possible!