



Mattel Returns Form

Dear Valued Customer,

We hope that you love your purchase! If for any reason you don't, you may return your selection with original proof of purchase for a refund within 90 days of receipt.

If you wish to return an item, please follow these instructions.

1. Type your information below and print this form.
2. Pack this form, along with your item(s), securely in a cardboard box.
3. Contact with Mattel Customer Service to print a prepaid shipping label or getting a shipping QR code.
4. Take your package to your local post office or carrier pick up location.
5. Please make sure you note the tracking number for your records and obtain a receipt as proof of mailing.
6. Do not put your package in a drop box or mailbox.

Contact information

Name:

Address:

City: Postcode:

Country: Phone:

Email:

To Mattel Europa B.V. C/O Staci, Walker Park, Blackamoor Road, Blackburn, Lancashire, BB1 2LG

I hereby inform you that I cancel the Agreement regarding the sale of the following Products

Order number(s):

Item code	Item name	Qty	Return reason

RETURN REASONS

Carrier / Fulfillment

- 01 Arrived too late
- 02 The shipping box or envelope and item are both damaged
- 03 The shipping box or envelope isn't damaged but the item is damaged

Quality

- 11 Defective Does not work properly
- 12 Missing Parts or Accessories

Other reasons

- 21 Incorrect Item received
- 22 Description on website was not accurate
- 23 Looks Different to Image on Site
- 24 Better Price Found Elsewhere
- 25 Changed my mind
- 31 Other: