



## RETURN INSTRUCTIONS AND RETURN FORM FOR THE ONLINE STORE

Returning the product is free of charge to the customer, but the original shipping costs will not be refunded. You have the right to return the product within 14 days of receiving the product. However, the right of return is not valid if you have used the product or if you return it after the above-mentioned period. All actions with the exception of opening of the product packaging as well as inspecting and fitting the product in a customary manner shall be considered as using the product. The product cannot be exchanged for a new one. If you want to exchange a product, first return it, and then place a new order. Returned product's cost will be refunded per the payment method.

1. To process, approve, and refund the return, please read our return policy, and carefully fill out the return form below.
2. Pack the products in the original packaging in which they were delivered to you. Make sure that tags and other product information are still attached to the product(s). Enclose the return form in the box and close the parcel.
3. Tape the return consignment note that you received with your order on top of the parcel.
4. If Matkahuolto shipped your order, please return the parcel to a Matkahuolto service point. If Postnord shipped your order, please return the parcel to a Postnord service point. Parcels received through Posti must be returned to a Posti service point.
5. Keep the return receipt that you received as it proves that you have returned the product.

If you are having any problems with the return process, or have any questions, please contact our customer service by sending a message to [kuomashop@kuoma.fi](mailto:kuomashop@kuoma.fi) or by calling us at tel. +358154151100 on weekdays 10 am–4 pm EET.

Date \_\_\_\_\_  
Order number \_\_\_\_\_  
Name \_\_\_\_\_  
Phone number \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

The product that you're returning (name and product number)	Colour	Return code

### Reason for return and its code

- 10 The product is too big
- 15 The product is too small
- 20 Colours didn't meet the expectation
- 25 Material didn't meet the expectation
- 30 Other, please write \_\_\_\_\_