

## Return form

When you wish to return an item you've ordered from storkwerk.com, the following rules apply:  
 You pay for the shipping costs unless you're returning a faulty or incorrectly delivered item. In the latter case STORKWERK will refund you for the shipping upon receiving the returned goods.

Please contact our customer service at +49 (0) 172 31 63239 or [support@storkwerk.com](mailto:support@storkwerk.com) before you return goods to us.

The item must be returned unused, undamaged and with the labels attached to the product. You're responsible for packaging the returned goods in such a way that they'll arrive in the original condition. All goods will be inspected on return.

Please make sure all return packages are sent with a trackable, insured service. We cannot take responsibility for items damaged or lost in the return transit.

We try to handle all returns within 3 days of their arrival.

Returns should be sent to:

STORKWERK GmbH  
 Pasteurstrasse 20  
 10407 Berlin  
 Germany

Please include the following information in the package:

Order number: \_\_\_\_\_ (You can find the order number in your order confirmation email).

Why you are returning your order? \_\_\_\_\_

If you wish to exchange, which colour/size would you like to have? \_\_\_\_\_

Payment method:

Credit card or PayPal account \_\_\_\_\_

We will refund the price of returned goods directly to your credit card or PayPal account, depending on your original payment method. It takes approx. 5 banking days before the transaction is completed.

We will always email you a confirmation after we've processed your return.