



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 30 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. **Please fill out the details below and email it to us at customerservice@kuoma.fi** to request a return label. A return label will be sent to you by email.

Date _____
Order number _____
Name _____
Phone number _____
Address _____

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

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 _____

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 label that was sent by email to the top of the parcel.
4. Please return the parcel to a Canada Post service point and request a return receipt.
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 customerservice@kuoma.fi or by calling us at tel. +358154151100 on weekdays 8 am–4 pm EET.
