# RETURN FORM

YOU CAN RETURN ANY ITEM TO US. JUST COMPLETE THIS FORM AND ENCLOSE IT WITH THE ITEM YOU ARE SENDING BACK. YOU CAN FIND YOUR ORDER NUMBER ON YOUR CONFIRMATION EMAIL.

IMPORTANT

SEND YOUR RETURN PACKAGE TO: ROSEMUNDE APS, STAKTOFTEN 2, 2950 VEDBAEK

	ORDER INFORMATION				
	ORDER NUMBER:				
	YOUR NAME:				
	ADDRESS:				
	CITY & ZIP CODE:				
	EMAIL:				
	PHONE NUMBER:				
	PLEASE REMEMBER TO F	PROVIDE YOUR PHONE NUMBER OF	R EMAIL SO WE CAN C	ONTACT YOU IF NECES	SARY.
		ITEMS TO RE	TURN?		
PLEASE US	SE THE FOLLOWING CODES	TO INDICATE THE REASON FOR I	RETURNING THE ITEM	1. THIS WILL MAKE TH	E PROCESS FASTER.
		RETURN CO	DES#		
	# 1: TOO SMA	LL <b># 2:</b> TOO LARGE <b># 3:</b> QUAL	ITY UNSATISFACT	ORY # 4: FITTING	
		# 5: COLOUR UNSATISFACTO	RY # 6:DID NOT LI	KE	
STYLE	NR.#	RETURN CODE#	QTY.	SIZE	PRICE
		COMMEN	тѕ		

ROSEMUNDE

COPENHAGEN

# Terms & Conditions

WHEN YOU SHOP ON THE ROSEMUNDE ONLINE BRAND SHOP YOU HAVE ACCEPTED THE TERMS AND CONDITIONS.

# RETURNS

ALL ROSEMUNDE ITEMS ARE OF VERY HIGH QUALITY AND THEREFORE WE OFFER YOU A 30 DAYS MONEY BACK GUARANTEE. THIS MEANS THAT IF YOU ARE NOT SATISFIED WITH THE ITEM YOU CAN RETURN IT WITHIN 30 DAYS FROM RECEIPT AND WE WILL REFUND THE FULL AMOUNT OF THE ITEM.

THE ITEMS YOU RETURN OUGHT TO BE IN THE SAME CONDITION AS WHEN YOU RECEIVED THEM. YOU ARE RESPONSIBLE FOR ANY LOSS OF SALES VALUE AS A CONSEQUENCE OF USE OF THE ITEMS.

YOU ARE WELCOME TO TRY YOUR PURCHASE BUT WE WILL NOT BE ABLE TO REFUND THE FULL AMOUNT IF YOU USE THE PRODUCTS IN A WAY WHICH REDUCES THE SALES VALUE

IF THE ORDER YOU RECEIVE DIFFERS FROM YOUR PURCHASE (IF THERE IS SOMETHING WRONG WITH THE ITEM, OR IF WE HAVE SHIPPED THE WRONG ITEM OR THE PACKAGE HAS BEEN DAMAGED) WE WILL OF COURSE REFUND YOUR RETURN-SHIPPING COST RELATED TO THAT SPECIFIC ITEM AND ORDER.

RETURNED ITEMS MUST BE SHIPPED WITH THE HANGTAG, AND A COPY OF THE INVOICE.

DEFECTIVE/DAMAGED ITEMS DO NOT HAVE TO BE
RETURNED WITH HANGTAG.

# REFUND

IF YOU ORDERED BY CREDIT CARD, WE'LL CREDIT YOUR ACCOUNT WITHIN 14 BUSINESS DAYS, WHICH WILL SHOW ON YOUR NEXT STATEMENT, DEPENDING ON THE ISSUING BANK AND/OR BILLING CYCLE.

UNFORTUNATELY, WE CANNOT REFUND YOUR ORIGINAL SHIPPING CHARGES.

#### EXCHANGE

WE DO NOT OFFER TO EXCHANGE RETURNED PRODUCTS.

## WARRANTY

ROSEMUNDE GIVES A TWO YEAR WARRANTY FOR
ALL OUR PRODUCTS PURCHASED ON THE ROSEMUNDE
ONLINE BRAND SHOP. YOU CAN RETURN PRODUCTS
WHICH HAVE FAULTS AND IMPERFECTIONS WITHIN
TWO YEAR FROM DATE OF PURCHASE PROVIDED THAT
THESE ARE NOT CAUSED BY IMPROPER USE OF THE
PRODUCT. WHEN DISCOVERING FAULTS OR IMPERFECTIONS CLAIMS SHOULD BE BROUGHT TO US WITHOUT
ANY UNNECESSARY DELAY. WE WILL REFUND REASONABLE SHIPPING COSTS RELATED TO RETURNING THE
PRODUCT.

### **HOW TO RETURN A PRODUCT**

IF YOU WISH TO RETURN AN ITEM YOU SHOULD FILL
OUT THE RETURN FORM AND SEND THEM BACK TO US:

## ROSEMUNDE

ATT.: WEBSHOP CUSTOMER SERVICE
STAKTOFTEN 2
DK-2950 VEDBAEK
DENMARK

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