

Product returns

Thank you for shopping with us! **You will receive the INVOICE for your order via email.** At FansBRANDS, we offer you a 180-day return policy. Please also include the filled-out return form in the returned product package.

First name:..... ZIP code:.....

Last name:..... Locality:.....

Street and house number:..... E-mail:.....

Order ID:.....

Important! Product return guide:

- Send the product back to this address: **Hungary 2600 Vac, Radi ut 1-3. (Pit Box Kft.)**
- We will only take back products in factory condition, with their undamaged packaging / box (if applicable). We REFUSE to take back products that are dirty, washed, odorous, ripped, broken, wrinkled, worn out.
- We refuse reception of any payment-on-delivery packages! You can select one of the refund options below.
- If you return a pair of shoes, please parcel up the shoes' original shoebox! We REFUSE reception of original shoeboxes that have been ripped and stuck back together!
- If you send back all the products included in your order, please also send back the gift you received!
- The costs of product returns will be borne by the customer; we cannot reimburse such costs. Choose the cheapest service provider!
- Products may only be sent back to us via post. There is no traditional **PRODUCT EXCHANGE** option (we cannot provide a different product in the place of the one you've ordered. If you would like a "product exchange", then choose the option to have the order's amount credited in your account, then place a new order and use the credited sum in your FansBRANDS account!)
- If you think you have a **WARRANTY** issue, or you've received a faulty, defective product, contact our customer service via email (sales@fansbrands.com) or phone (+36 27 300 600) before returning the product!

Important! When returning a product, CHOOSE one of the two options! (mark it with an X)

- The amount of your order will be credited in the form of a COUPON COUPON**, so you can use it in full on your next order. You will be notified by email of the credit. *(If you want a different product instead of the one you ordered, choose this option! You can use the coupon code within 30 days!)*
- We will give you a refund for your order.** If you paid for your order ONLINE, then you will receive the refund in the same manner. If you paid for your order ON DELIVERY, please give us your bank account number, where we will give you the refund for the returned product. Refunds will be credited to your account within 14 days following reception of the returned products.

Name of beneficiary:

Bank account number:

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What product are you returning and why?

Product item number	Reason for return